Cisco Unified Wireless IP Phone 7921G Phone Guide for Cisco Unified Communications Manager 7.0

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Common Phone Tasks

Hold/resume a call	Press **Hold** or **Resume**.
Transfer a call to a new number	Choose **Options >Trnsfer**, enter a target number, then press **Options >Trnsfer** again.
Redial a number	Press twice or **Options > Redial**.
Start a standard conference call	Choose **Options > Confrn.** Dial a number, then choose **Options > Confrn** again. Repeat for each party.
Forward your extension	Choose **Options > CFwdAll**. Enter the number to which you want to forward all calls. To cancel, choose **Options > CFwdAll**.
Use your call logs	Choose **Directory (Book) > Missed Calls**, **Received Calls**, or **Placed Calls**. To dial, scroll to a listing and press **Dial** or .
Move a shared line call between desk phone and wireless phone	From the phone with the active call, press **Hold**. From the other phone, select the shared-line call and press **Resume** to retrieve the call.

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QUICK REFERENCE

Cisco Unified Wireless IP Phone 7921G for Cisco Unified Communications Manager 7.0

Using the Phone
Shortcut Keys and Buttons
Softkey Definitions
Entering Text
Phone Screen Icons
Common Phone Tasks

Using the Phone

Power on/off the phone	Press and hold until phone powers on or off.
Access phone features	Press **Options** for feature list: • Press number key for feature *or* • Scroll to feature and press .
Access Main menu options	Press a navigation arrow for: • Directory menu (**Book**) • Line view (**Phone**) • Settings menu (**Tools**) • Services menu (**World**) Press number key for menu option.
Access your Phone Book	Press **Ph Book** or **Directory > Phone Book**.
Adjust display brightness	Choose **Settings > Phone Settings > Display Settings**, and select **Display Brightness**. Press or , then press **Save**.

Shortcut Keys and Buttons

Toggle ringer to vibrate or ring	Press and hold .
Access voice messages	Press and hold .
Adjust ringer, handset, or speaker volume	Press up or down.
Mute/unmute your phone	Press .
Switch between speaker and handset	Press and hold .
Lock the keypad	Press and hold .
Unlock the keypad	Press **Unlock**, then **OK**.

Softkey Definitions

AbbrDial	Dial using a speed dial index number
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
CFwdAll	Set up/cancel call forwarding
ConfList	View conference participants
Confrn	Create a conference call
DirTrfr	Transfer two calls to each other
DND	Turn on/off Do Not Disturb (DND)
EditDial	Edit a number in a call log
GPickUp	Answer a call that is ringing in another group or on another line
HLog	Log in or out of your hunt group
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MCID	Report suspicious calls
MeetMe	Host a Meet-Me conference call
Message	Access your voicemail
Park	Store a call using Call Park
Ph Book	Open your Phone Book
PickUp	Answer a call in your group
QRT	Submit call problems to the system administrator
Remove	Remove a conference participant
RmLstC	Drop the last party added to a conference call
Trnsfer	Transfer a call

Entering Text

Character—Press key one or more times.

Space—Press 0 –.

Number—Press the number key.

Symbol—Press these keys:

- * to enter * + - / = \ : ;
- 0 – to enter space , . ‘ “ | _ ~ ’
- # to enter # ? ( ) [ ] { }
- 1 to enter ! @ < > $ % ^ &

Phone Screen Icons

Line and Call States	
	Off hook
	Connected call
	Call on hold
	Call Forwarding enabled
	Shared line in use
	Incoming call, or BLF-monitored line is ringing (BLF Pickup)
	BLF-monitored line is in-use
	BLF-monitored line is idle
	BLF-monitored line is in Do Not Disturb state
	Speed-dial, call log, or directory listing (BLF status unknown)
	Intercom line in idle state
	Intercom line in one-way audio
	Intercom line in two-way audio
Line Features	
	Phone line
	Service URL
	Voice message
Other Features	
	Mute on
	Headset active
	Speaker mode active
	Ringer off (silent mode)
	Ring and vibrate on
	Vibrate only on
	Application active
	Radio signal status
	No radio signal
	Battery charge status
	Docked in desktop charger
	Docked in desktop charger with ringer off (silent mode)
	Keypad locked
	Business number for a contact
	Home number for a contact
	Mobile number for a contact
	Other number for a contact

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Getting Started

Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone capabilities, or refer to the table below for pointers to commonly used sections.

If you want to...	Then...
Review safety information	See Safety and Performance Information, page 2.
Connect your phone to the network	See Connecting Your Phone, page 7.
Use your phone after it is installed	Start with the An Overview of Your Phone, page 18.
Learn about the buttons and menus	See Understanding Feature Buttons and Menus, page 25.
Learn about the phone screen	See Understanding Phone Screen Features, page 22.
Make calls	See Placing a Call—Basic Options, page 31.
Put calls on hold	See Using Hold and Resume, page 37.
Mute calls	See Using Mute, page 38.
Transfer calls	See Transferring Calls, page 40.
Make conference calls	See Making Conference Calls, page 43.
Forward calls to another number	See Forwarding Calls to Another Number, page 41.
Share a phone number	See Using a Shared Line, page 55.
Answer calls ringing on another phone	See Picking Up a Redirected Call on Your Phone, page 52.
Use your phone as a speakerphone	See Using a Handset, Headset, and Speakerphone, page 65.
Set up speed dialing	See Speed Dialing, page 50.
Change the ring volume or tone	See Customizing Rings, page 68.
View your missed calls	See Using Call Logs and Directories, page 75.
Listen to voice messages	See Accessing Voice Messages, page 85.
Customizing your phone using the User Options web pages	See Accessing Your User Options Web Pages, page 86.
See softkey and icon definitions	Refer to the Quick Reference Card in the front of this guide.

Finding Additional Information

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

You can access the Cisco website at this URL:

http://www.cisco.com/

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

You can access the most current licensing information at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/openssl_license/7900_ssllic.html

Safety and Performance Information

Read the following safety notices before installing or using your wireless IP phone.

Warning **IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Note To see translations of the warnings that appear in this publication, refer to the statement number in the *Regulatory Compliance and Safety Information for the Cisco Unified Wireless IP Phone 7920 Series and Peripheral Devices* document that accompanied this product.

Warning **Read the installation instructions before connecting the system to the power source.** Statement 1004

Warning **Voice over IP (VoIP) service and the emergency calling service do not function if power fails or is disrupted. After power is restored, you might have to reset or reconfigure equipment to regain access to VoIP and the emergency calling service. In the USA, this emergency number is 911. You need to be aware of the emergency number in your country.** Statement 361

Warning **The plug-socket combination on the battery charger must be accessible at all times because it serves as the main disconnecting device.** Statement 1019

Warning **The battery charger requires short-circuit (overcurrent) protection to be provided as part of the building installation. Install only in accordance with national and local wiring regulations.** Statement 1045

Warning **Do not use the wireless IP phone in hazardous environments such as areas where high levels of explosive gas may be present. Check with the site safety engineer before using any type of wireless device in such an area.**

Warning **Telephone receivers produce a magnetic field that can attract small magnetic objects such as pins and staples. To avoid the possibility of injury, do not place the handset where such objects may be picked up.**

Battery Safety Notices

These battery safety notices apply to the batteries that are approved by the Cisco Unified Wireless IP Phone 7921G manufacturer.

Warning **There is the danger of explosion if the battery is replaced incorrectly. Replace the battery only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.** Statement 1015

Warning **Ultimate disposal of this product should be handled according to all national laws and regulations.** Statement 1040

Warning **Do not dispose of the battery pack in fire or water. The battery may explode if placed in a fire.**

Caution The battery pack is intended for use only with this device.

Caution Do not disassemble, crush, puncture, or incinerate the battery pack.

Caution To avoid risk of fire, burns, or damage to your battery pack, do not allow a metal object to touch the battery contacts.

Caution Handle a damaged or leaking battery with extreme care. If you come in contact with the electrolyte, wash the exposed area with soap and water. If the electrolyte has come in contact with the eye, flush the eye with water for 15 minutes and seek medical attention.

Caution Do not charge the battery pack if the ambient temperature exceeds 104 degrees Fahrenheit (40 degrees Celsius).

Caution Do not expose the battery pack to high storage temperatures (above 140 degrees Fahrenheit, 60 degrees Celsius).

Caution When discarding a battery pack, contact your local waste disposal provider regarding local restrictions on the disposal or recycling of batteries.

Caution To obtain a battery, contact your local dealer. Use only the batteries that have a Cisco part number.
Standard battery—CP-BATT-7921G-STD
Extended use battery—CP-BATT-7921G-EXT

Caution Use only the Cisco power supply that is compatible with your phone. To order your power supply, contact your local dealer and refer to the following list of Cisco part numbers:
Australia—CP-PWR-7921G-AU=
Central Europe—CP-PWR-7921G-CE=
China—CP-PWR-7921G-CN=
Japan—CP-PWR-7921G-JP=
North America—CP-PWR-7921G-NA=
United Kingdom—CP-PWR-7921G-UK=

Note The battery and power supply are not provided with your phone. To order the battery and power supply, contact your local dealer.

Power Outage

Your accessibility to emergency service through the phone is dependent on the wireless access point being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

Regulatory Domains

The radio frequency (RF) for this phone is configured for a specific regulatory domain. If you use this phone outside of its regulatory domain, the phone will not function properly, and you might violate local regulations.

Healthcare Environments

This product is not a medical device and may use an unlicensed frequency band that is susceptible to interference from other devices or equipment.

Using External Devices

The following information applies when you use external devices with the Cisco Unified Wireless IP Phone:

Cisco recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.

- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

Caution In European Union countries, use only external headsets that are fully compliant with the EMC Directive [89/336/EC].

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Accessibility Features

A list of accessibility features is available upon request.

Connecting Your Phone

Your system administrator will configure your new Cisco Unified Wireless IP Phone to connect to the corporate wireless network and the IP telephony network.

A rechargeable Lithium ion battery powers the Cisco Unified Wireless IP Phone 7921G. Before you can use your phone, you must install the battery in the phone and then charge the battery. Depending on the type of battery you have, the fully charged battery provides these hours of service:

- The standard battery provides up to 11 hours of talk time or up to 150 hours of standby time.
- The extended battery provides up to 15 hours of talk time or up to 200 hours of standby time.

Installing or Removing the Phone Battery

To install or remove the battery, follow these steps:

If you want to...	Then...
Install the battery	**1.** Insert the battery catches in the slots at the bottom of the phone. Ensure metal contacts on the battery and the phone face each other. **2.** Press the battery to the phone until it locks into place.
Remove the battery	**1.** Push up on the locking catch with one hand. **2.** With the other hand, hold the battery at the edges and pull out to remove the battery.

1	Locking catch—Push up to release the battery.
2	Battery catches—Insert these into the slots near the bottom of the phone at battery installation.
3	Metal contacts—Match the contacts on the battery to the contacts on the phone.

Charging the Phone Battery

You can charge the battery in your wireless IP phone by connecting the AC power supply or the USB cable to your phone. For more information, see these sections:

- Using the AC Power Supply to Charge the Battery, page 9
- Using the USB Cable and USB Port on the PC to Charge the Battery, page 11

Battery Type	Charging Time if AC Power Supply Connected to Phone	Charging Time if Phone Connected to USB Port on PC with USB Cable
Standard	2 hours	5 hours
Extended	3 hours	7 hours

Note You can also charge your battery by using a desktop charger or a multi-charger. For more information, see the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

Using the AC Power Supply to Charge the Battery

You can charge your battery quickly by connecting the AC power supply to the phone. To accommodate different AC power receptacles, you must insert the appropriate AC plug adapter on the AC power supply.

You can use the phone while the battery is being charged. After the battery is charged, you can unplug the power supply cord, or you can leave the phone plugged into the power cord.

Note Depending on configuration, your phone may automatically power off when it is connected to an AC power source. AC power sources include the power supply, desktop charger, or multi-charger. If the phone is in use (on a call or is using a phone service) when it is connected to the AC power source, it will power off upon termination of the call or phone service.

For more information, see your system administrator.

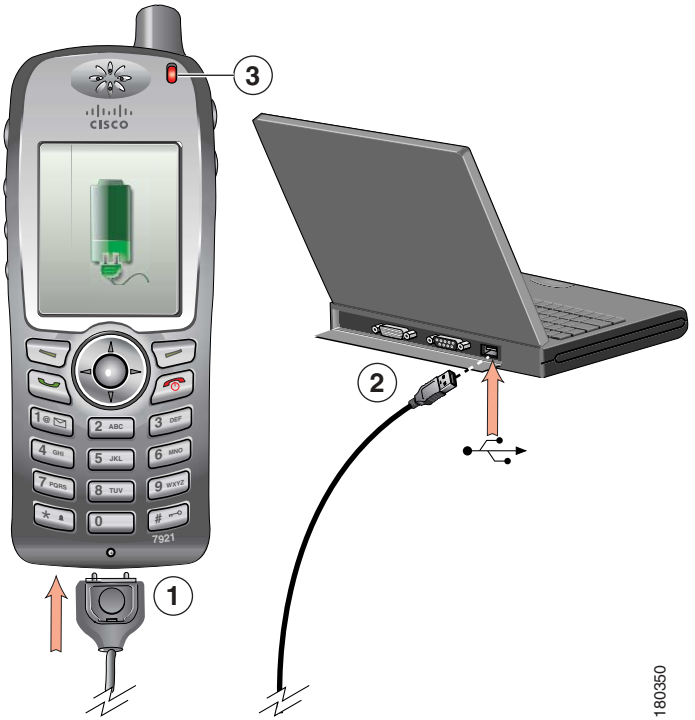
To charge the battery in the phone using the AC power supply, use this diagram:

1	AC plug adapter—Insert the AC plug adapter into the slot on the power supply.
2	AC power supply—Insert into an AC outlet.
3	Phone connector on AC power supply cable—Insert into the connector slot at bottom of phone.
4	Indicator light—Indicates the charging status: • Red—Battery charging in process • Green—Battery charging is completed

Using the USB Cable and USB Port on the PC to Charge the Battery

You can charge the battery in the phone by connecting your phone with a USB cable to a USB port on your PC. Charging takes longer when you use the USB port on the PC to charge the battery.

To use the USB cable and USB port to charge the battery, use this diagram and follow the steps:



If you want to...	Then...
Charge the battery using the USB cable	**1.** Insert the phone connector on the USB cable into the phone. **2.** Insert the USB A-type connector into the USB port on your PC. **Note** If the Found New Hardware Wizard opens, use the next procedure to stop it. **3.** Monitor the indicator light after the phone briefly displays "USB Connected" on the status line. While the battery is charging, the indicator light is red. When the battery is fully charged, the indicator light turns green.

If you want to...	Then...
Stop Found New Hardware Wizard from opening when connecting to USB port	1. Click **Next** to use the wizard dialog box. 2. In the Update New Software dialog, click **No, not this time**, and click **Next**. 3. Click **Install the Software automatically** (**Recommended**) and click **Next**. 4. After a few moments, the Cannot Install This Hardware dialog displays. Click **Don't prompt me again to install this software**. 5. Click **Finish** to close the dialog box.

Powering On the Phone

After charging the battery, you must power on the phone to make and receive calls.

If you want to...	Then...
Power on the phone	1. Press and hold the (red button) until the phone powers on. 2. You might need to enter a username and password to access the wireless network. For more information, see Setting Username and Passwords, page 13. 3. After completing authentication and registration with Cisco Unified Communications Manager, the phone displays the main screen and is ready to place or receive calls.
Check signal strength	The icon indicates the strength of the signal between the wireless access point and your phone. Your phone must have at least one bar to place or receive calls. When you move the phone out of signal range, you lose connection with the wireless LAN. The icon appears, and the status line displays, “Leaving service area.”

Tip

Your idle phone screen can turn off after a time interval. To alert you that the phone is still powered on and connected to the wireless network when using battery power, the indicator light blinks green every two seconds.

Setting Username and Passwords

When powering on your phone for the first time, in some networks, you might need to set your username and password to access the wireless network. Ask your system administrator for assistance.

If you want to...	Then...
Set username and password	1. Choose (Settings) > **Network Profiles**. 2. Highlight the current profile name (with) and press **View**. **Note** icon displays indicating that this screen is locked. For assistance, contact your system administrator. 3. Highlight **WLAN Configuration** and press **View**. 4. Scroll to **Username** or **Password** and press . 5. Using the keypad, enter your username or password in the New Username or New Password field. For assistance, see Entering and Editing Text, page 13. **Note** You can use up to 32 alphanumeric characters for the EAP/LEAP password. 6. To confirm the changes, choose **Options** > **Save**. 7. To return to the main screen, press (red button).

Entering and Editing Text

You can enter characters, numbers, and special characters for passwords. When you press a numeric key on the keypad, a text bubble shows all the characters and symbols that this key controls. Each press moves to another character option.

If you want to...	Then...
Enter characters	Press the number key until you highlight the character (lower or upper case) that you want to enter.
Enter numbers	Press the number key and locate the number that you want to enter.
Delete the last character	Press << once to delete the last character or number or to delete the whole character string, press and hold <<.
Enter a space	Press to enter a space between characters.

If you want to...	Then...
Enter special characters and symbols	Press to display and enter these symbols * + - / = \ : ; Press to display and enter these symbols **space , . ‘ “	_ ~ ’** Press to display and enter these symbols # ? ( ) [ ] { } Press to display and enter these symbols ! @ < > $ % ^ &
Cancel editing mode	Choose **Options > Cancel** to return to the menu option or main screen.

Registering with TAPS

After your phone is connected to the wireless LAN network, your system administrator might ask you to auto-register your phone using TAPS (Tool for Auto-Registered Phones Support). TAPS might be used for a new phone or to replace an existing phone.

To register with TAPS, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, disconnect. The phone will re-start.

Accessories for the Cisco Unified Wireless IP Phone 7921G

The following phone accessories are available for your phone:

- Standard and extended batteries
- AC power supplies for different geographical areas
- Desktop charger with speakerphone
- Multi-charger
- Carrying cases
- Lock sets

For a complete list and description of accessories, see the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

Headset Information

To use a headset, see Using a Handset, Headset, and Speakerphone, page 62. Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco Unified IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco Unified IP Phones are

deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco Unified IP Phone users.

Cisco Systems recommends the use of good quality external devices, like headsets that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See Using External Devices, page 5 for more information.

The primary reason that a particular headset would be inappropriate for the Cisco Unified IP Phone is the potential for an audible hum. This hum can be heard by either the remote party or by both the remote party and you, the Cisco Unified IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors.

Audio Quality Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets, but some of the headsets on the sites listed below have been reported to perform well on Cisco Unified IP Phones.

Nevertheless, it is ultimately the customer's responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets for your phone, see the *Cisco Unified Wireless IP Phone 7921G Accessory Guide* and these web sites:

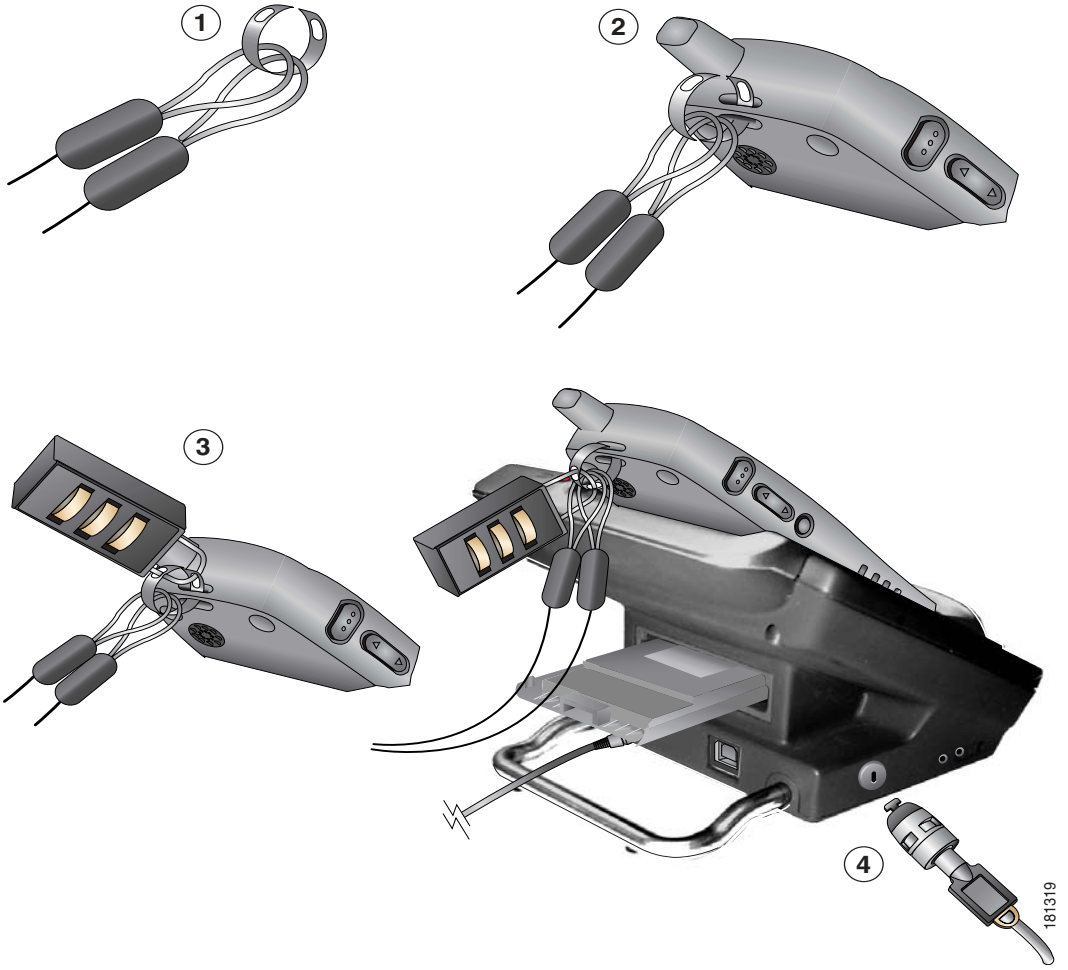
- http://www.plantronics.com
- http://www.jabra.com

Securing the Phone with a Lock Set and Cable Lock

You can secure the Cisco Unified Wireless IP Phone 7921G to a desk top by ordering the lock set from Cisco. For more information, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

To install the lock set, use the diagram and follow these steps:

If you want to...	Then...
Install the lock set on the phone	**1.** Put the security cable around a post or through a hole in the desktop. Insert the loops at the ends of the security cable through the C-ring. **2.** Insert the C-ring with cable loops through the slot on back of phone. **3.** Use the combination lock to secure the ends of the C-ring around cable loops and phone. The phone is secured to the desktop area. **4.** To secure the desktop charger, use a laptop cable lock.



You can secure your Cisco Unified Wireless IP Phone 7921G Desktop Charger by using a laptop cable lock. The lock connects to the security slot on the side of the desktop charger, and the cable can be secured to a desktop. The diagram shows where to insert the lock.

Note The lock set does not include the cable lock.

An Overview of Your Phone

Your Cisco Unified Wireless IP Phone 7921G is a full-feature telephone that provides voice communication over the same wireless LAN that your computer uses, allowing you to place and receive phone calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your phone can provide enhanced productivity features that extend your call-handling capabilities.

Depending on the configuration, your phone supports:

- Wireless access to your phone number and the corporate directory.
- A phone book that can store up to 100 contacts, and speed-dial hot keys that can be assigned to these local phone book contacts.
- Access to network data, XML applications, and web-based services.
- Online customizing of phone features and services from your User Options web pages.
- An online help system that displays information on the phone screen.

Understanding Buttons and Hardware

You can use the graphic below to identify buttons and hardware on your phone.

1	Indicator light (LED)	Provides these indications: • Solid red—Phone is connected to AC power source, and battery is charging. • Solid green—Phone is connected to AC power source, and battery is fully charged. • Fast blinking red—Incoming call. (Phone can be charging or fully charged.) • Slow blinking red—Voice message. (When phone is connected to AC power source, red light displays longer than when using only the battery.) • Slow blinking green (every two seconds)—Phone is using only battery power. Phone is registered with the wireless network and is within service coverage area.

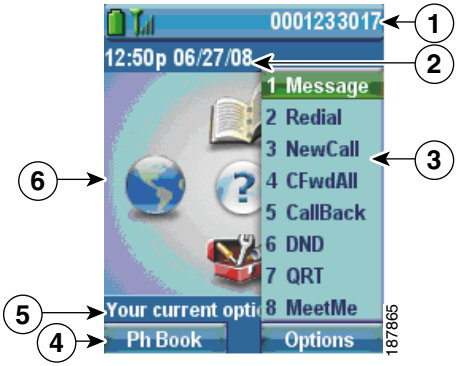
2	Headset port	Port for plugging in a headset or ear bud.
3	Speaker button	Toggles the speaker mode on or off for the phone.
4	Right softkey button	Activates the Options menu for access to the list of softkeys. Sometimes displays a softkey label.
5	Navigation button	Accesses these menus and lists from the main screen. Directory Line View Settings Services Allows you to scroll up and down menus to highlight options and to move left and right through phone numbers and text entries.
6	Select button	Activates the Help menu from the main screen. Allows you to select a menu item, a softkey, a call, or an action.
7	Power/End button (red)	Turns the phone on or off, ends a connected call, or silences the ring during an incoming call. When using menus, acts as a shortcut to return to the main screen.
8	Pound (#) key	Allows you to lock the key pad. Allows you to enter these special characters when you are entering text: # ? ( ) [ ] { }
9	Zero (0) key	Enters “0” when dialing a number. Allows you to enter a space or these special characters when you are entering text: , . ‘ “	_ ~ ’

10	Asterisk (*) key	Toggles between Ring and Vibrate mode. Allows you to enter these special characters when you are entering text: *** + - / = \ : ;**
11	Keypad	Allows you to dial numbers, enter letters, and choose menu items by number.
12	One (1) key	Enters "1" when dialing a number. Allows you to access the voice messaging system. Allows you to enter these special characters when you are entering text: **! @ < > $ % ^ &**
13	Answer/Send button (green)	Allows you to answer a ringing call or, after dialing a number, to place the call.
14	Left softkey button	Activates the softkey option displayed on the screen. When set up by you, allows you to directly access your messages or open the Phone Book when the phone is idle.
15	Mute button	Toggles the mute feature on or off.
16	Volume button	When the phone is idle, allows you to control the ring volume, turn on the vibrate option, or turn off the ring. When an incoming call is ringing, allows you to press this button once to silence the ring for the call. During a call, allows you to control the speaker volume for the handset, headset, and speaker mode.
17	Application button	Used with XML applications, such as Push to Talk or other services. For more information, see Using the Application Button, page 61.

Understanding Phone Screen Features

Because the Cisco Unified Wireless IP Phone 7921G has only two softkeys, the Options softkey displays the list of available feature options for the phone. The features in the Options list change depending on whether the phone is idle or in an active call.

This is what your main phone screen looks like with the Options list open.



1	Phone Status line	Displays these icons (if active) and your directory number:
		Battery charge icon—Shows the level of charge in battery
		Battery removal icon—Shows the battery is removed or is not recognized
		Signal icon—Shows the degree of signal strength
		Key Lock icon—Indicates the keypad is locked
		Speaker icon—Indicates speaker mode is active
		Mute icon—Indicates mute is active
		Headset icon—Indicates headset is plugged in to phone
		Ringer Off icon—Indicates the phone alert is silent
		Vibrate icon—Indicates the phone alert is vibrate only
		Vibrate and Ring icon—Indicates the phone alert is vibrate and ring
		Desk Top Charger icon—Indicates the phone is docked in the charger
		Desk Top Charger silent icon—Indicates the ringer for the phone docked in the charger is off
		Voice Message icon—Indicates you have a voice message
		Application icon—Indicates the application (such as Push to Talk) is active
	10140	Primary Phone line—Displays the phone number (directory number) for your primary phone line
2	Date and Time line 12:39 06/20/06	Displays time and date information

3	Options Menu	Displays softkey features for the current call state
4	Softkey labels area Ph Book - Options	Displays softkey options and provides access to the **Options** list of softkey features
		Displays the active navigation arrows for the menu or screen
5	Status and information Your current options	Provides phone status or instructions
6	Main phone screen	Displays four menu icons and Help

Understanding the Home Screen Display

The home screen is the display on your phone screen when it is idle. A home screen can be the main phone screen or Line View. Your system administrator determines how the home screen is displayed on your phone.

Home Screen with Main Phone Screen Displayed

This is a home screen with the main phone screen displayed.

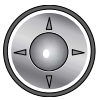
Home Screen in Line View

This is a home screen in Live View. To access the main phone screen, press ◄ .

Understanding Feature Buttons and Menus

From the main phone screen, you can use the Navigation button to access feature menus.

If you want to...	Then...
Open a feature menu	Press an arrow on the Navigation button to access these menus from the main phone screen: ▲ Directory ► Line View ▼ Settings ◄ Services
Scroll through a menu or list	Press the Navigation button up or down.

If you want to...	Then...
Select a menu option	Do one of these actions: • Press the keypad number key for the item. • Scroll to highlight the item, and then press the button (center of the navigation button).
Go back one level in a feature menu	Press **Back**. **Note** To close the menu and return to the main phone screen, press from any menu level.
Reposition the cursor to edit a phone number or name	Press the Navigation button left or right. 
Select a highlighted call or option	Press .
Access Help	From the main screen, press .

Accessing the Help System on Your Phone

Your phone provides an online help system. Help topics appear on the screen.

If you want to...	Then...
View the main menu	Press and wait a few seconds for the menu to display. Main menu topics include: • About Your Cisco Unified IP Phone—Details about your phone • How do I...?—Procedures for common phone tasks • Calling Features—Descriptions and procedures for calling features • Help—Tips on using and accessing Help
Get help using Help	Press , wait for the online help main menu to display, and then choose Help.

Using Phone Buttons

The phone keypad and buttons provide these shortcuts to frequently used functions.

If you want to...	Then...	For more information, see...
Lock the phone keypad	Press and hold # until "Keypad Locked" displays on the status line and the icon appears at the top of the main screen. **Note** The keypad lock is temporarily disabled when you have an incoming call.	Setting the Keypad to Automatically Lock, page 70
Unlock the phone keypad	Press **Unlock**. As soon as the screen displays "Unlock Keypad?", press **OK**, and the icon disappears. **Note** You must press the **Unlock** and **OK** softkeys as soon as they appear, or the keypad remains locked.	
Toggle between ring and vibrate mode	Press and hold * until the screen displays "Vibrate On!" and the icon displays at the top. To switch back to the ring mode, press and hold * until the screen displays "Vibrate Off!", and the icon disappears. **Note** You can also use the Volume button to set vibrate.	Customizing Rings, page 65
Listen to voice messages	Press and hold 1 until the phone connects to your voice messaging system.	Accessing Voice Messages, page 81
Adjust the volume during a call	Press for a call on the handset, speaker, or headset.	Using Phone Buttons, page 27
Change the ring pattern for your calls	When the phone is idle, press to set the ring volume, vibrate, or silent mode.	Customizing Rings, page 65

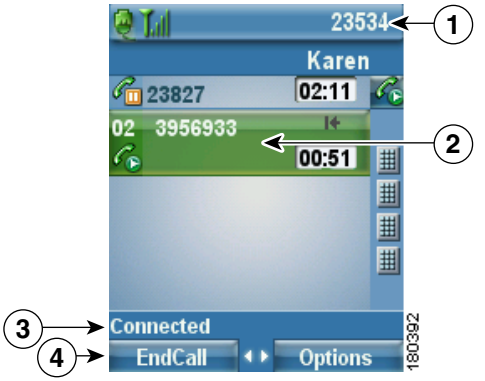
Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

- Lines—Each corresponds to a directory number or intercom number that others can use to call you. Your phone supports up to six lines. To see your phone lines, press to open Line View. You have as many lines as you have directory numbers with phone line icons in the Line View list.
- Calls—Each line can support multiple calls, typically up to four calls. Your phone can support up to 24 connected calls, but your system administrator might adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

This is what your main phone screen looks like with two active calls, one on hold (23827) and another connected (3956933).



1	Phone Status line	Icons and your directory number
2	Call Activity area	Calling party information, connection duration, and call state icon
3	Status line	Status of the selected line
4	Softkey labels	Call feature and Options list

Your phone displays these icons to help you determine the line and call state.

Icon	Line or call state	Description
	On-hook line	No call activity on this line.
	Off-hook line	Line in use, but not connected to a call.
	Connected call	You are connected to the other party.
	Call on hold	You have put this call on hold. See Using Hold and Resume, page 36.
	Call forward enabled	You have forwarded your primary line. See Forwarding Calls to Another Number, page 40.
	Authenticated call	See Tracing Suspicious Calls, page 59.
	Encrypted call	See Tracing Suspicious Calls, page 59.

Icon	Line or call state	Description
	Shared line in use	A shared line is in use remotely. See Using a Shared Line, page 54.
	Incoming call, or BLF-monitored line is ringing (BLF Pickup)	A call is ringing on one of your lines or on a BLF-monitored line. For BLF Pickup, see Using BLF to Determine a Line State, page 56.
	BLF-monitored line is idle	See Using BLF to Determine a Line State, page 56.
	BLF-monitored line is in-use	See Using BLF to Determine a Line State, page 56.
	BLF-monitored line is in Do Not Disturb state	See Using BLF to Determine a Line State, page 56.
	BLF indicator is unavailable for this line	See Using BLF to Determine a Line State, page 56.
	Idle Intercom line	The intercom line is not in use. See Placing or Receiving Intercom Calls, page 47.
	One-way Intercom call	The intercom line is sending or receiving one-way audio. See Placing or Receiving Intercom Calls, page 47.
	Two-way Intercom call	The recipient pressed the intercom line to activate two-way audio with the caller. See Placing or Receiving Intercom Calls, page 47.

Understanding Out-of-Range Alerts

Your system administrator can configure your phone to send you an audible alert (beep) when you are out of range of the wireless network. When you hear the alert, this icon (no signal) will be displayed on the phone screen.

When you are out of range of the wireless network, you will not be able to use the phone for features requiring a wireless network connection, such as making and receiving calls.

If your system administrator enabled the out-of-range alert, depending on the configuration, you might hear a beep only once, or every 10, 30, or 60 seconds until you are back within range of the wireless network.

To reconnect to the wireless network after you hear the alert, move to another location until you see the signal icon on the phone screen again.

Understanding Feature Availability

The operation of your Cisco Unified Wireless IP Phone 7921G and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator for information about feature operation or availability.

Cleaning the Phone

Gently wipe the phone screen and phone with a soft, dry cloth. Do not use any liquids or powders on the phone. Using anything other than a soft, dry cloth can contaminate phone components and cause failures.

Note If you need to clean or disinfect your phone, you can purchase a silicon case for your Cisco Unified Wireless IP Phone 7921G. For more information, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide*.

Basic Call Handling

You can perform basic call-handling tasks using a range of features and services. Feature availability can vary; see your system administrator for more information.

Placing a Call—Basic Options

Here are some easy ways to place a call on your wireless IP phone.

Note Your system administrator can configure your phone to alert you (by beeping) when it is out of range of the wireless network. You can only use your phone if it is within range of the wireless network. For more information, see your system administrator.

If you want to...	Then...	For more information, see...
Place a call using the handset	1. Dial the phone number. 2. Press to place your call. **Note** No dial tone occurs.	Answering a Call, page 35
Place a call using the speaker mode on the handset	1. Press and hold button to activate the speaker. 2. Dial the phone number. 3. Press to place your call. **Note** Press and hold button again to turn off speaker mode.	Using a Handset, Headset, and Speakerphone, page 62
Redial a number	Press twice or choose **Options > Redial**.	
Place a call while another call is active (using the same line)	1. Choose **Hold**. 2. Choose **Options > NewCall**. 3. Dial, redial, or speed dial a number. **Note** You hear dial tone with NewCall.	Using Hold and Resume, page 36

If you want to...	Then...	For more information, see...
Dial a number from the Phone Book	1. Choose > **Phone Book** or **Ph Book** (if available). 2. Highlight a contact name, then do one of the following: – Scroll left or right until you see the icon for the phone number: work phone, home phone, mobile phone, or other phone. – Choose **Options** > **Details**, highlight a phone number. 3. Press or **Options > Dial**.	Using the Phone Book on Your Phone, page 77
Dial from a call log	1. Press . 2. Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. 3. Press the number key for the listing or scroll to a listing and press .	Using Call Logs, page 72
Dial an international number	1. Press and hold (zero key) until the "+" symbol appears. 2. Enter the phone number, including the country code, after the "+" symbol. 3. Press or **Options > Dial**.	

Tips

- When you start to dial a number, your phone tries to anticipate the number you are dialing by displaying matching numbers from your Placed Calls log. This is called Auto Dial. To call a number displayed with Auto Dial, scroll to the number and press .
- If you make a mistake while dialing, press **<<** to erase digits.
- To redial the last number, press two times.
- Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.

- If parties on a call hear a beep tone, the call might be monitored or recorded. Ask your system administrator for more information.
- If you hear a beep tone from your phone, you might be out of range of the wireless network. Move to a location where you can see a strong signal icon on the phone if you wish to use your phone.

Placing a Call—Additional Options

You can place calls using special features and services that might be available on your phone. See your system administrator for more information about these additional options.

If you want to...	Then...	For more information, see...
Speed dial a contact number in your local phone book	Do one of the following: • Press and hold a speed-dial hot key for about two seconds. **Note** If dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds. • Choose > **Speed Dials**, highlight a speed dial, and press .	Using the Phone Book on Your Phone, page 77 Speed Dialing, page 49
Speed dial a phone number (for a Line View speed-dial number set up on the web)	1. Press . 2. Scroll to a speed dial . 3. Press or to make the call.	Speed Dialing, page 49
Place a call while another call is active (using a different line)	1. Press **Hold**. 2. Press . 3. Scroll to another line and press . 4. Dial a number. 5. PPress to make the call.	Using Hold and Resume, page 36
Place the call on a secondary line	1. Press and scroll to another line. 2. Dial a number. 3. PPress to make the call.	Switching Between Multiple Calls, page 38

If you want to...	Then...	For more information, see...
Dial from a corporate directory on your phone	1. Choose > **Directory Services > Corporate Directory** (name can vary). 2. Use your keypad to enter a name. 3. Press **Options > Submit**. 4. Press the number key for the listing or scroll to a listing. 5. Press **Dial** or .	Directory Dialing, page 73
Use CallBack to receive notification when a busy or ringing extension is available	1. Choose **Options > CallBack** while listening to the busy tone or ring sound. 2. Disconnect. Your phone alerts you when the line is free. 3. Press **Dial** to place the call when the line is available.	Your system administrator
See if a line associated with a speed-dial, call record, or directory listing is busy before placing a call to that line	Look for Busy Line Feature indicators.	Using BLF to Determine a Line State, page 56.
Make a priority (precedence) call	1. Enter the MLPP access number. 2. Press . 3. Dial the phone number. 4. Press .	Prioritizing Critical Calls, page 59
Dial from a Personal Address Book (PAB) entry	1. Choose > **Personal Directory** to log in. 2. Choose **Personal Address Book** and search for a listing. 3. Press **Options > Submit**. 4. Scroll to a listing and press .	Directory Dialing, page 73
Place a call using a billing or tracking code	1. Dial a number. 2. Press . 3. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).	Your system administrator

If you want to...	Then...	For more information, see...
Place a call using your Extension Mobility profile	1. Choose > **EM Service** (name can vary). 2. Enter log in information.	Using Cisco Extension Mobility, page 60
Place a Push to Talk call	1. Choose > **Push to Talk Service** (name can vary). 2. Use or **Talk** to transmit. 3. Press or **Stop** to end.	Using the Push to Talk Service, page 61
Place a call using Fast Dial	**Note** Before using this option, your system administrator must configure this feature. Contact your system administrator for more information. 1. Choose > **Fast Dial Service** (name can vary). 2. Scroll to or press the index number to find the entry. 3. Press .	

Answering a Call

You can answer a call by using several options, if they are available on your phone.

If you want to...	Then...	For more information, see...
Answer a call	Press .	Using Any Key to Answer the Phone, page 69
Silence the ring for an incoming call	Press or . The call continues silently, then forwards to the no answer target.	
Switch from a connected call to answer a ringing call	Press or . Doing so answers the new call and automatically puts the first call on hold.	Switching Between Multiple Calls, page 38
Answer using call waiting	Press **Answer.**	

If you want to...	Then...	For more information, see...
Send call directly to your voice messaging system	Press **iDivert**.	Accessing Voice Messages, page 81
Retrieve a parked call on another phone	Use Call Park.	Tracing Suspicious Calls, page 59
Use your phone to answer a call ringing elsewhere	Use Call Pickup.	Picking Up a Redirected Call on Your Phone, page 51
Answer a priority call	Disconnect the current call and press **Answer** or .	Prioritizing Critical Calls, page 59
Automatically connect to an incoming call after a ring or two	Ask your system administrator to set up the Auto Answer feature. After ringing once or twice, the call automatically connects to the handset or headset without pressing .	Using AutoAnswer, page 64

Tips

- To use any button to answer a call, see Changing Keypad Settings, page 69.
- You can answer an incoming call even when the keypad is locked.
- If you were using an application or service before you answered an incoming call, your application or service will resume after you end the call.

Ending a Call

To end a call, simply disconnect. Here are some more details.

If you want to...	Then...
End the call	Choose , **EndCall**, or **Options > EndCall**.
Disconnect one call but preserve another call on the same line	Choose **EndCall** or **Options > EndCall**. If necessary, remove the call from hold first.

Using Hold and Resume

You can hold and resume calls. When you put a call on hold, the Hold icon appears next to the caller ID in the call view.

If the Hold Reversion feature is enabled for your phone, calls that you leave on hold will revert back to ringing on your phone after a certain length of time. These "reverting" calls remain on hold until you resume them.

Your phone indicates the presence of a reverting call by:

- Alerting you at intervals with a single ring (or flash or beep, depending on your phone line setting).
- Briefly displaying a "Hold Reversion" message in the status bar at the bottom of the phone screen.

If you want to...	Then...
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press **Hold**. **Note** Engaging the Hold feature typically generates music or a beeping tone.
Remove a call from hold on the current line	1. Make sure the appropriate call is highlighted. 2. Press **Resume**.
Remove a call from hold on a different line	1. Press ► to change to another line. 2. Press **Resume**. **Note** If a single call is holding on this line, the call automatically resumes. If another call is holding, scroll to the appropriate call and press **Resume.**
Move a call on a shared line to your wireless phone or to your desk phone	1. From the phone with the active call on the shared line, press **Hold**. 2. From your other phone with the shared line, press **Resume**.

Tips

- Engaging the Hold feature typically generates music or a beeping tone.
- If you receive an alert for an incoming call and a reverting call at the same time, by default your phone will shift the focus of the phone screen to display the incoming call. Your system administrator can change this focus priority setting.
- If you use a shared line, Hold Reversion rings only on the phone that put the call on hold, not on the other phones that share the line.
- The duration between Hold Reversion alerts is determined by your system administrator.

Using Mute

With Mute enabled, you can hear other parties on a call, but they cannot hear you. You can use Mute with the phone or a headset.

If you want to...	Then...
Toggle Mute on	During a call, press on left side of phone. The icon displays at the top of the phone screen.
Toggle Mute off	Press . The icon disappears.

Switching Between Multiple Calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted on the phone screen, scroll to it.

If you want to...	Then...
Switch between connected calls on one line	1. Make sure the call that you want to switch to is highlighted. 2. Press **Resume**. Any active call is placed on hold and the selected call is resumed.
Switch between connected calls on different lines	1. Press ► to change to another line. 2. If a single call is holding on the line, the call automatically resumes. If another call is holding, scroll to highlight the appropriate call and press **Resume**.
Switch from a connected call to answer a ringing call	Press , or if the call is ringing on a different line, press ► (Line View) to switch to the other line and press . Any active call is placed on hold.

Tips

- The phone can have up to six lines, but the phone screen displays only one line. To see other lines, you must press ► (Line View).
- The phone can have multiple calls per line, but no more than 24 calls per phone.

Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	1. From an active call, choose **Options** >**Trnsfer**. 2. Dial the target number. 3. Choose**Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, choose **Options** > **Trnsfer**. 2. Dial the target number. 3. Wait for the transfer recipient to answer. 4. Choose **Options** > **Trnsfer** again to complete the transfer or **EndCall** to cancel. **Note** If your phone supports on-hook transfer, you can alternately complete the transfer by disconnecting.
Transfer two current calls to each other (direct transfer) without staying on the line	1. Scroll to highlight any call on the same line. 2. Choose **Options > Select**. displays by the selected call. 3. Scroll to highlight the other call on the same line. 4. Choose **Options > DirTrfr**. The two calls connect to each other and drop you from the call. **Note** If you want to stay on the line with the callers, use Join instead.
Redirect a call to your voice messaging system	Choose **Options** > **iDivert**. The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- If on-hook transfer is enabled on your phone, you can either disconnect to complete the transfer, or choose **Options > Trnsfer** and then disconnect.
- If on-hook transfer is *not* enabled on your phone, disconnecting without using **Trnsfer** again places the call on hold.
- You cannot use **Trnsfer** to redirect a call on hold. To remove the call from hold before transferring it, choose **Resume**.

Forwarding Calls to Another Number

When enabled by your system administrator, you can use these call forwarding features to redirect incoming calls from your phone to another number:

- Unconditional call forwarding (Call Forward All)—Applies to all calls that you receive.
- Conditional call forwarding (Call Forward No Answer, Call Forward Busy, Call Forward No Coverage)—Applies to certain calls that you receive, according to conditions.

You can access Call Forward All on your phone or from your User Options web pages; conditional call forwarding features are accessible only from your User Options web pages.

If you want to...	Then...
Set up Call Forward All on your primary line	Choose **Options** > **CFwdAll**, and enter a target phone number.
Cancel Call Forward All on your primary line	Choose **Options** > **CFwdAll**.
Verify that Call Forward All is enabled on your primary line	Look for both of these indicators: • The icon next to the primary line. • The call forward target number in the status line.
Set up or cancel call forwarding remotely, or for a non-primary line on your phone	1. Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 84.) 2. Access your call forwarding options. (See Controlling Line Settings on the Web, page 91.) **Note** When call forwarding is enabled for any line other than the primary line, your phone does not provide you with confirmation that calls are being forwarded. Instead, you must confirm your settings in the User Options web pages.

Tips

- Enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Call forwarding is phone line specific. If a call reaches you on a line where call forwarding is not enabled, the call will ring as usual.

- Your system administrator can enable a call forward override feature that allows the person receiving your forwarded calls to reach you. With override enabled, a call placed from the target phone to your phone is not forwarded, but rings through.
- Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a call forwarding loop or would exceed the maximum number of links permitted in a call forwarding chain.

Using Do Not Disturb

You can use the Do Not Disturb (DND) feature to turn off only the ringer on your phone or to turn off all audible and visual notifications of incoming calls. Your system administrator enables DND for your phone.

When DND and Call Forward are both enabled on your phone, calls are forwarded and the caller does not hear a busy tone.

DND interaction with other types of calls includes:

- DND does not affect intercom calls or non-intercom priority calls.
- If both DND and auto-answer are enabled, only intercom calls will be auto-answered.

If you want to...	Then...
Turn on DND	Do one of the following: • Choose **Options > DND**. • Press ► , then select the DND radio button to turn it on ( ). "Do Not Disturb is active" displays on the phone and the ring tone is turned off.

Turn off DND	Do one of the following: • Choose **Options > DND**. • Press , then select the DND radio button to turn it off ( ).
Customize DND settings	If your system administrator configured DND settings to appear on the User Options page, follow these steps: **1.** Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 82. **2.** From the drop-down menu, choose **User Options > Device**. **3.** Set the following options: • Do Not Disturb—Set to enable/disable DND. • DND Option—Choose either Call Reject (to turn off all audible and visual notifications) or Ringer Off (to turn off only the ringer). • DND Incoming Call Alert (applies to either DND option set)—Set the alert to beep only, flash only, disable the alert, or choose "None" (to use the "Alert" setting configured by your system administrator).

Making Conference Calls

Your Cisco Unified IP Phone allows you to talk simultaneously with multiple parties in a conference call.

Using Conference Features

You can create a conference in various ways, depending on your needs and the features that are available on your phone:

- Conference—Allows you to create a standard (ad hoc) conference by calling each participant. Use the **Confrn** softkey. Conference is available on most phones.
- Join—Allows you to create a standard (ad hoc) conference by combining existing calls. Use the **Join** softkey.
- cBarge—Allows you to create a standard (ad hoc) conference by adding yourself to a call on a shared line. Use the **cBarge** softkey. cBarge is available only on phones that use shared lines.

- Meet-Me—Allows you to create or join a conference by calling a conference number. Use the **MeetMe** softkey.

Using Conference

Conference allows you to call each participant. Conference is available on most phones.

If you want to...	Then...
Create a conference	1. From a connected call, choose **Options** > **Confrn**. 2. Enter the participant's phone number. 3. Wait for the call to connect. 4. Choose **Options > Confrn** again to add the participant to your call. 5. Repeat to add additional participants.
Add new participants to an existing conference	Repeat the steps listed above. Your system administrator determines whether non-initiators of a conference can add or remove participants.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 46.
End your participation in a conference	Choose , **EndCall**, or **Options > EndCall**.

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after initiating it, the conference might end. To avoid this, transfer the conference before hanging up.

Using Join

Join allows you to combine two or more existing calls to create a conference in which you are a participant.

If you want to...	Then...
Create a conference by joining together existing calls that are on a single line	1. From an active call, press ► , highlight another a call that you want to include in the conference, and choose **Options > Select**. The selected call displays this icon. Note that the active call is automatically selected. 2. Repeat this step for each call that you want to add. 3. From a selected call, choose **Options** > **Join**.
Create a conference by joining together existing calls that are on multiple lines	1. From an active call, choose **Options > Join**. 2. Press ► and select the line for calls that you want to include in the conference. One of the following occurs: – The calls are joined. – You may be prompted to slect the call(s) that you want to join. Highlight the call(s) and choose **Options > Select**, then **Options** > **Join** to complete the action. **Note** If your phone does not support Join for calls on multiple lines, transfer the calls to a single line before using Join.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 46.

Tips

- If you frequently join more than two parties into a single conference, you might find it useful to first select the calls that you want to join, then press **Options > Join** to complete the action.
- When Join completes, caller ID changes to “Conference.”
- You may be able to combine multiple conference calls by using the **Join** or **DirTrfr** softkeys. Check with your system administrator to see if this feature is available to you.

Using cBarge

You can create a conference by using cBarge to add yourself to a call on a shared line.

If you want to...	Then...
Create a conference by barging a call on a shared line	1. Press ► to select a call on a shared line. 2. Choose **Options > cBarge**. See Using a Shared Line, page 54.
See a list of conference participants or remove participants	Choose **Options > ConfList**. See Viewing or Removing Conference Participants, page 46.

Using Meet-Me

Meet-Me conferencing allows you to start or join a conference by calling the conference number.

If you want to...	Then...
Start a Meet-Me conference	1. Obtain a Meet-Me phone number from your system administrator. 2. Distribute the number to participants. 3. When you are ready to start the meeting, choose **Options > MeetMe.** 4. Dial the Meet-Me conference number. 5. Press . Participants can now join the conference by dialing in. **Note** Participants hear a busy tone if they call the conference before the initiator has joined. In this case, participants must call back.
Join a Meet-Me conference	1. Dial the Meet-Me conference number (provided by the conference initiator). 2. Press . **Note** You will hear a busy tone if you call the conference before the initiator has joined. In this case, try your call again.
End a Meet-Me conference	All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Tip

If you call a secure Meet-Me conference number from a non-secure phone, your phone displays the message, "Device Not Authorized." For more information, see Making and Receiving Secure Calls, page 57.

Viewing or Removing Conference Participants

During a standard (ad hoc) conference, you can view a list of participants and remove participants.

If you want to...	Then...
View a list of conference participants or remove participants	1. Press ► to select an active conference. 2. Choose **Options > ConfList**. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of participants	While viewing the conference list, choose **Options > Update**.
See who initiated the conference	While viewing the conference list, locate the participant listed at the bottom of the list with an asterisk (*) next to the name.
Remove any conference participant	While viewing the conference list, highlight the participant's name and choose **Options > Remove**. You can remove participants only if you initiated the conference.
Drop the last participant added to the conference	While viewing the conference list, highlight the participant's name and choose **Options > RmLstC**. You can remove participants only if you initiated the conference call.
Verify that a conference call is secure	Look for the or icon after "Conference" on the phone screen.
Verify that a participant is calling from a secure phone	Look for the or icon beside the participant's name on the phone screen.
Add more participants	See Using Conference, page 43.
End your participation in a conference	Choose , **EndCall**, or **Options > EndCall**.

Placing or Receiving Intercom Calls

You can place an intercom call to a target phone that auto-answers the call in speakerphone mode with mute activated. The one-way intercom call allows you to deliver a short message to the recipient. If the recipient's handset or headset is in use, the audio is sent to the device in use. Any current call activity that your recipient is engaged in continues simultaneously.

The target destination receives an intercom-alert tone and can then choose to:

- Listen to the caller by selecting the intercom line with microphone muted (you can hear the caller, but the caller cannot hear you).
- End the intercom call by pressing the **EndCall** softkey. Do this if you do not want to hear the message.
- Talk to the caller by selecting the intercom line, and use either the handset, headset, or speaker. The intercom call becomes a two-way connection so that you can talk with the caller.

When using the intercom feature, be aware of the following:

- From an intercom line, you can only dial other intercom lines.
- You can use only one intercom line at a time.
- When your active call is being monitored or recorded, you cannot receive or place intercom calls.
- You cannot place an intercom call on hold.

Tip

If you log into your phone every day using your Extension Mobility profile, make sure that your system administrator configures your Extension Mobility profile to include the intercom feature.

If you want to...	Then...
Place an intercom call to a preconfigured intercom target	1. Press . 2. Select (intercom line) to dial the target intercom number. After you hear the intercom-alert tone, begin speaking.

If you want to...	Then...
Place an intercom call to any intercom number	1. Press . 2. Select (intercom line) and dial the intercom target number. After you hear the intercom-alert tone, begin speaking.
Receive an intercom call	When you hear the intercom-alert tone, handle the call in one of these ways: • Listen to the message in one-way audio. • Talk to the caller by pressing and selecting the intercom line. • End the call by pressing **EndCall**.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.

Speed Dialing

Speed dialing allows you to press a hot key or select from a listing to place a call. Depending on configuration, your phone can support these speed-dial features:

- Speed-Dial Hot Key, page 49
- Line View Speed Dial, page 49
- Abbreviated Dial, page 50
- Fast Dial, page 50

Speed-Dial Hot Key

A speed-dial hot key allows you to quickly dial a Phone Book contact number stored locally on your phone. You can set up 99 speed-dial hot keys from your phone. To make a call, simply press and hold the speed-dial hot key or select a number from **Directory > Speed Dials**.

On the main Phone Book screen, depending on the type of phone assigned, these speed-dial icons are displayed:

Work Phone

Home Phone

Mobile Phone

Other Phone

In the Phone Book contact details, this speed-dial icon ( ) is displayed under the number assigned to a speed-dial hot key.

For more information, see Using Speed Dial and Fast Dial, page 50 and Using the Phone Book on Your Phone, page 77.

Line View Speed Dial

A Line View speed dial allows you to quickly dial a number that is not stored in your local Phone Book. You set up line view speed-dial numbers from the User Options web page. Up to six numbers (a combination of line and speed-dial numbers) can be displayed on the phone.

To make a call, select a speed dial ( ) from the Line View.

For more information, see Using Speed Dial and Fast Dial, page 50 and Setting Up Speed Dials on the Web, page 85.

Abbreviated Dial

An Abbreviated Dial allows you to dial a number using an Abbreviated Dialing code. You set up Abbreviated Dials from the User Options web page.

To make a call, use the Abbreviated Dialing code and the AbbrDial softkey.

For more information, see Using Speed Dial and Fast Dial, page 50 and Setting Up Speed Dials on the Web, page 85.

Fast Dial

A Fast Dial allows you to make a call from a Fast Dial listing. You must first subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web page. You can also assign a Fast Dial code to a Personal Address Book entry on the web.

To make a call, choose the Fast Dial service option and select from a Fast Dial listing.

For more information, see Using Speed Dial and Fast Dial, page 50, Setting Up Speed Dials on the Web, page 85, and Using Personal Directory on the Web, page 86.

Note Your system administrator can configure speed-dial features for you.

Using Speed Dial and Fast Dial

Before using this feature, you must set up speed-dial features from the Phone Book (see Using the Phone Book on Your Phone, page 77) or on your User Options web pages (See Accessing Your User Options Web Pages, page 82).

If you want to...	Then...
Use speed-dial hot keys to call Phone Book contacts	**1.** Set up speed-dial hot keys from the Phone Book. **2.** Do one of the following: – Press and hold a speed-dial hot key for about two seconds. **Note** When dialing a two-digit number, enter the first digit, then press and hold the second digit for about two seconds. – Choose (**Directory**)> **Speed Dials**, highlight a speed dial, and press .

If you want to...	Then...
Use speed-dial numbers to call other numbers (not in Phone Book)	1. Set up speed-dial numbers from your User Options web pages. 2. To place a call, press . 3. Scroll to a speed-dial number with its label and press . **Note** The Line View displays your directory numbers, followed by your speed-dial numbers identified with . Six items (lines plus speed dials) can display.
Use Abbreviated Dial	1. Set up Abbreviated Dialing codes from your User Options web pages. 2. To place a call, enter the Abbreviated Dialing code. 3. Choose **Options > AbbrDial**.
Use Fast Dial	1. Subscribe to the Fast Dial service and set up Fast Dial codes from your User Options web pages. See Accessing Your User Options Web Pages, page 82. 2. To place a call, choose **> Fast Dial service** on your phone (exact name might vary). 3. Scroll to a listing and press .

Picking Up a Redirected Call on Your Phone

Call PickUp allows you to answer a call that is ringing on a coworker's phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with coworkers.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	1. Choose **Options > PickUp**. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings on your phone, press **Answer** to connect to the call.
Answer a call that is ringing on another extension outside of your call pickup group	1. Choose **Options > GPickUp**. 2. Enter the group pickup number. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press **Answer** to connect to the call.

If you want to...	Then...
Answer a call that is ringing on another extension in your group or in an associated group	1. Choose **Options > OPickUp**. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings, press **Answer** to connect to the call.
Answer a call that is ringing on a particular extension (line number)	1. Choose **Options > GPickUp**. 2. Enter the line number with the call that you want to pick up. For example, if the call that you want to pick up is ringing on line 12345, enter **12345**. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press **Answer** to connect to the call.

Tips

- If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).
- If you choose **GPickUp** and enter a line number, your phone picks up the ringing call on that particular line (if available).
- If you have multiple lines and want to pick up the call on a non-primary line, first press ► (Line View) to switch to the desired line, then choose **Options** and a Call PickUp softkey.
- Depending on how your phone is configured, you might receive an audio and/or visual alert about a call to your pickup group.
- If you use the BLF Pickup feature on your phone, see Using BLF to Determine a Line State, page 56.

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco Unified Communications Manager system (for example, a phone at a co-worker's desk or in a conference room). You can park a call by using these methods:

- Call Park—Use the **Park** softkey to store the call. Your phone displays the call park number where the system stored your call. You must record this number and then use the same number to retrieve the call.
- Directed Call Park—Use the **Transfer** softkey to direct the call to an available directed call park number that you dial or speed dial. To retrieve the call from a directed call park number, dial the park retrieval prefix, then dial or speed dial the same directed call park number. You can use a speed-dial as the directed call park number and to monitor whether a directed call park number is occupied or available.

If you want to...	Then...
Store an active call using Call Park	1. During a call, choose **Options > Park**. 2. Note the call park number that displays on your phone screen. 3. Press .
Retrieve a parked call	Enter the call park number from any Cisco Unified IP Phone in your network to connect to the call.
Direct and store an active call at a directed call park number	1. During a call, press **Transfer**. 2. Choose a speed-dial number with a park-unoccupied icon to speed dial the directed call park number. A speed-dial number with park-occupied icon indicates the directed call park number is not available. **Note** If BLF is not configured for the speed-dial number, the icon will not show whether the directed call park number is available or not. 3. Press **Transfer** again to finish storing the call.
Retrieve a parked call from a directed call park number	From any Cisco Unified IP Phone in your network, enter the park retrieval prefix and dial the directed call park number.

Tip

You have a limited time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

Logging Out of Hunt Groups

If your organization receives a large number of incoming calls, you might be a member of a hunt group. A hunt group includes a series of directory numbers that share the incoming call load. When the first directory number in the hunt group is busy, the system hunts for the next available directory number in the group and directs the call to that phone. When you are away from your phone, you can prevent hunt group calls from ringing your phone by logging out of hunt groups.

If you want to...	Then...
Log out of hunt groups to temporarily block hunt group calls	Choose **Options > HLog**. Your phone screen displays, "Logged out of Hunt Group."
Log in to receive hunt group calls	Choose **Options > HLog**.

Tip

Logging out of hunt groups does not prevent non-hunt group calls from ringing your phone.

Using a Shared Line

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with coworkers
- Handle calls on behalf of a manager

Understanding Shared Lines

Remote-in-Use

The “In Use Remote” message and icon display on your phone when another phone that shares your line has a connected call and Privacy is disabled. You can place and receive calls as usual on the shared line, even when the “In Use Remote” message or icon displays.

Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See Using Barge to Add Yourself to a Shared-Line Call, page 54.

Barge—Allows you to join a shared-line call with an IP phone that has the built-in bridge enabled.

cBarge—Allows you to join a shared-line call with any IP phone and convert the call to a conference.

Privacy

The wireless IP Phone has Privacy enabled by default. Coworkers, who share your line, cannot see information about your calls. If you want coworkers who share your line to see information, you must have the Privacy feature configured on your phone. See Preventing Others from Viewing or Joining a Shared-Line Call, page 56.

Note The phone can support a maximum of 24 calls on a shared line.

Using Barge to Add Yourself to a Shared-Line Call

You can use barge featues (cBarge or Barge) to add yourself to calls on your shared line. (Calls must be non-private calls. See Understanding Shared Lines, page 54.

Understanding Barge Features

cBarge and Barge

Depending on how your phone is configured, you can add yourself to a non-private call on a shared line using either Barge or cBarge.

- cBarge converts the call into a standard conference, allowing you to add new participants. (See Making Conference Calls, page 42 for more information about standard conferences.)
- Barge allows you to add yourself to the call but does not convert the call into a conference or allow you to add new participants.

Using Barge Features

The table below describes how to use barge features (cBarge or Barge) to add yourself to a call on a shared line.

If you want to...	Then...
See if the shared line is in use	Look for the icon and the "In Use Remote" message.
Add yourself to a call on a shared line	1. Highlight a remote-in-use call. You might need to use Line View. 2. Choose **Options > Barge** or **cBarge**.
View conference participants	See Viewing or Removing Conference Participants, page 46.
Leave a barged call	Choose **EndCall** or . If you disconnect after using Barge, the remaining parties hear a disconnect tone and the original call continues. If you disconnect after using cBarge, the call remains a conference call (provided at least three participants remain on the line).

Tips

- When you barge a call, other parties hear a beep tone announcing your presence. With cBarge, other parties hear a brief audio interruption and the phone screen changes to display conference details.
- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Joining a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging (adding themselves to) your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is on, look for (Privacy-enabled icon) next to the directory number.
Allow others to view or barge calls on a shared line	1. Choose **Options > Private**. 2. To verify that Privacy is off, look for (Privacy-disabled icon) next to the directory number.

Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers cannot view or barge calls on any of your shared lines.

Using BLF to Determine a Line State

Busy Lamp Field (BLF) features allow you to view the state of a phone line that is associated with a speed dial, call log, or directory listing on your phone. If you use BLF Pickup, you can answer a ringing call for the line that you are monitoring. Your system administrator determines which BLF features are configured for your phone.

If you want to...	Then...
See the state of a line listed in a call log or directory	Look for one of these indicators next to the line number: Line is in-use. Line is idle. Line is in Do Not Disturb state. Line is ringing. BLF indicator unavailable for this line.
See the state of a line listed in a speed-dial line	Look for one of these indicators next to the line number: Line is in-use. Line is idle. Line is in Do Not Disturb state. Line is ringing (BLF Pickup only). BLF indicator unavailable for this line.
Use BLF Pickup to answer a call ringing on a coworker's phone	Highlight the ringing line and press (Select button). The call is redirected to your phone. If your phone supports auto-pickup, the call connects automatically. Otherwise, the call rings on your phone for you to answer. **Note** If you chose **Options > Pickup** or **GPickup** when the monitored line is not ringing, your phone will speed dial the line number.

Tips

- Your phone might play an audible indicator to alert you when a call is ringing on the monitored line (BLF Pickup only).
- BLF Pickup answers the oldest ringing call first (if the line that you are monitoring has more than one ringing call).

Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone can support these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Protected* call—The phone is receiving and transmitting encrypted audio (your conversation) with another phone. A protected call provides a similar level of security as an encrypted call, but adds additional security. If the call is protected at both ends, a security tone plays at the beginning of the conversation. Some features, such as conference calling, shared lines, Extension Mobility, and join across lines are not available when protected calling is configured. Protected calls are not authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for a security icon in the top right corner of the call activity area, next to the call duration timer: Authenticated call or conference Encrypted call or conference Neither security icon appears if the call is non-secure.
Verify that the phone on the other end of the connection is also secure	Look for the encrypted lock icon and listen for a security tone at the beginning of a call. When encrypted calling is configured on your phone, the lock icon is displayed. However, the conversation is protected only when the security tone plays at the beginning of a call, indicating that the call is protected on both ends of the call. If your call is connected to a non-protected phone, the secure tone is not played.
Determine if secure calls can be made in your company	Contact your system administrator.

Note There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Choose **Options > MCID**. Your phone plays a tone and displays the message, "MCID successful."

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: Priority Call Medium priority (immediate) call High priority (flash) call Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).

If you...	Then...
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Disconnect immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call-waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.
- An MLPP-enabled call retains its priority and preemptive status when you:
  - Put the call on hold
  - Transfer the call
  - Add the call to a three-way conference
  - Answer the call using PickUp
- MLPP overrides the Do Not Disturb feature.

Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco Unified IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

If you want to...	Then...
Log in to EM	1. Choose > **EM Service** (name can vary). 2. Enter your user ID and PIN (provided by your system administrator). 3. If prompted, select a device profile.
Log out of EM	1. Choose > **EM Service** (name can vary). 2. When prompted to log out, press **Yes**.

Tips

- EM automatically logs you out after a certain amount of time. You system administrator establishes this time limit.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

Using the Application Button

The Application Button (on left side of phone) can be used to start applications such as Push to Talk or other services on your phone.

Depending on how the Application Button is configured by your system administrator, you may be able to use it from the main phone screen only, or you may use it from any menu or service, or even when the phone is locked.

The Application Button can also be configured to start an application immediately after you press it, or only after you hold it for several seconds.

For more information, see your system administrator.

Using the Push to Talk Service

The Push to Talk service provides immediate communication (similar to a two-way radio) with members of your organization. Your system administrator must set up the Push to Talk service by using an XML application, and then you must subscribe to this service.

If you want to...	Then...
Access Push To Talk service	See Subscribing to Phone Services, page 83 for systems using Cisco Unified CallManager 4.1 or later. See Setting Up Phone Services on the Web, page 89 for systems using Cisco Unified Communications Manager 5.0 or later.
Use Push to Talk service	1. Choose > **Push to Talk** (name can vary). Push to Talk service is active when the icon displays. 2. Use the button to start and end a transmission depending on how your service is configured. You can also use the **Talk** and **Stop** softkeys to toggle between transmitting and listening. **Note** Your system administrator will provide detailed information about how to use your Push to Talk service.

Using a Handset, Headset, and Speakerphone

You can use your phone as a mobile handset, a speakerphone, with a headset, or with the speakerphone in the desktop charger.

If you want to...	Then...
Use the handset	Press ; to hang up, press .
Use a wired headset	Plug the headset connector into the headset port. The icon displays on the phone status line. Place and answer calls as usual. If you use AutoAnswer, see Using AutoAnswer, page 64 for exceptions. You can use the headset with all the controls on your phone, including and . The headset audio remains active when the headset is connected to the phone.
Use the speaker mode	Press and hold until the icon displays. **Note** You can activate the speakerphone before making a call or during a call. The speaker mode remains active for future calls until toggled off. **Note** You can activate the speakerphone (on the phone) even when the phone is docked in the desktop charger and connected to a wired headset.
Switch to the speaker (from the handset) during a call	Press and hold until the icon displays. Press and hold to toggle back to the handset.

If you want to...	Then...
Switch to the desktop charger speakerphone	**1.** Place the wireless IP phone in the desktop charger cradle. "AC connected!" displays on the screen. **2.** Press down on the top of the phone. "Docking connected!" displays on the screen and the icon displays on the phone status line. The desktop charger speaker and microphone are connected. **3.** Place and receive calls. Use all the buttons on your phone, including and . You can use the headset to answer calls when the phone is in the desktop charger. **Note** The internal, single-direction microphone is located on the lower left side of the phone (two small holes). For best results, place the desktop charger in front of you when using the speakerphone.
Switch to the handset from the desktop charger speakerphone	**1.** Hold the top of the phone and move it forward before lifting it off the desktop charger. **2.** Use the handset to continue with the call. The desktop charger speaker and microphone disconnect. **Note** You cannot turn off the desktop speaker by using the button.
Adjust the volume level for a call	During a call, press to adjust the volume for the handset, speaker, headset, or desktop charger. **Note** The new volume level is preserved for future calls after the phone is powered off.

Tip

If you unplug the headset or remove the phone from the desktop charger, the phone reverts to the speaker mode for features that typically use the speakerphone for incoming calls, such as AutoAnswer or intercom calls.

Obtaining Headsets

Your phone supports wired headset jack types with a 2.5 mm, 3-band/ 4 connector. For information about purchasing headsets, see Headset Information, page 14.

Using AutoAnswer

You might use AutoAnswer if you receive a high volume of incoming calls or handle calls on behalf of others. Your system administrator configures AutoAnswer to work with either your speaker mode or headset.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active by ensuring the headset is plugged into the phone, even when not on a call. If your phone is set up to use AutoAnswer in headset mode, calls are answered automatically only if the wired headset icon is in the phone status line. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the desktop charger speaker	Keep the handset in the desktop charger cradle, so the speaker is active. If your phone is set up to use AutoAnswer in speaker mode, calls are answered automatically using the desktop charger speaker. **Note** You cannot turn off the desktop charger speaker. You must remove the phone from the cradle to disable the desktop charger speaker.

Changing Phone Settings

You can personalize your wireless IP phone by adjusting sound settings, volume levels, display options, and keypad settings. You can also view your Network Profiles from the Settings menu.

Customizing Rings

You can customize your phone by choosing a ring type for each line.

If you want to...	Then...
View the ring tone settings on your lines	**1.** Choose > **Phone Settings > Sound Settings.** **2.** Select **Ring Tone > Current Settings**. **3.** Press **View** to see the current line settings.
Change the ring tone on a line	**1.** Choose > **Phone Settings > Sound Settings.** **2.** Select **Ring Tone > Current Settings**. **3.** Press **View** to see the current line settings. **4.** Select a line. **Note** To make a line selection, press the number key for the item, the button, or the **Change** softkey. **5.** Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. **6.** Press and the icon appears next to the chosen ring. **7.** Choose **Options > Save** to make the change or **Options > Cancel**.
Assign a ring tone to a line	**1.** Choose > **Phone Settings > Sound Settings.** **2.** Select **Ring Tone > Available Ring Tones**. **3.** Scroll to a ring tone in the list and press **Play** to hear a sample of the ring. **4.** Choose **Options > Apply** and select the line for the ring tone. displays by the selected line. **5.** Press **Save** to make the change or **Cancel**.

If you want to...	Then...
Change the way the phone rings	1. Choose > **Sound Settings > Alert Pattern.** 2. Select one of the following: • Ring Only • Vibrate Only • Silent • Vibrate, Then Ring • Vibrate And Ring The appears next to your selection. 3. Press **Save** to make the change, or **Cancel.** **Note** This change applies only to the handset and not the desktop charger.

Tips

- You cannot modify the Ring Settings for the wireless IP phone from the User Options web pages.
- To return to the Settings menu, press **Back** after saving the change or press to return to the main screen.

Customizing Volume Settings

You can adjust the ring and speaker volume settings for your phone.

If you want to...	Then...
Adjust the ring volume level	1. Choose > **Phone Settings > Sound Settings > Volumes.** 2. Select **Ring.** **Note** To make a ring selection, press the number key for the item, the button, or the **Change** softkey. 3. Press to increase the volume or to decrease the volume and hear a sample ring volume. 4. Press **Save** to make the change or **Cancel.**
Adjust the speaker volume level	1. Choose > **Phone Settings > Sound Settings> Volumes.** 2. Select **Speaker.** 3. Press to increase the volume or to decrease the volume. 4. Press **Save** to make the change or **Cancel.**

If you want to...	Then...
Adjust the phone volume level	1. Choose ▽ **> Phone Settings > Sound Settings > Volumes.** 2. Select **Handset**. 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel**.
Adjust the headset volume level	1. Choose ▽ **> Phone Settings > Sound Settings.** 2. Select **Headset**. 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel**.
Adjust the desktop charger speaker volume level	1. Choose ▽ **> Phone Settings > Sound Settings** 2. Select **Docking Speaker.** 3. Press △ to increase the volume or ▽ to decrease the volume. 4. Press **Save** to make the change or **Cancel**.
Adjust the desktop charger ring volume level	1. Choose ▽ **> Phone Settings > Sound Settings.** 2. Select **Docking Ring**. 3. Press △ to increase the volume or ▽ to decrease the volume and hear a sample ring volume. 4. Press **Save** to make the change or **Cancel**.
Select the devices that will ring	1. Choose ▽ **> Phone Settings > Sound Settings.** 2. **Select Ring Output.** 3. Select one of the following: • Headset • Speaker (default setting) • Headset and Speaker The ● appears next to your selection. 4. Press **Save** to make the change or **Cancel**.

Customizing the Phone Screen

You can customize the left softkey (when the phone is idle), your phone screen display brightness, and the language on your phone screen.

If you want to...	Then...
Set up the left softkey to open the Phone Book	1. Choose > **Phone Settings > Customize Home Page**. 2. Press **Change**. 3. Select **Phone Book**. 4. Press **Save**. The left softkey will be displayed as "Ph Book" when the phone is idle.
Set up the left softkey to access your messages	1. Choose > **Phone Settings > Customize Home Page**. 2. Press **Change**. 3. Select **Message**. 4. Press **Save**. The left softkey will be displayed as "Message" when the phone is idle.
Change the phone display brightness	1. Choose > **Phone Settings > Display Settings**. 2. Highlight **Display Brightness**, then press or **Change**. 3. Press to increase the brightness or to decrease the brightness. 4. Press **Save** to make the change or **Cancel**.
Change the length of time for the screen to display	1. Choose > **Phone Settings > Display Settings**. 2. Highlight **Display Timeout**, then press or **Change**. 3. Select one of the following: • 10 Seconds • 30 Second (default setting) • 1 Minute • 2 Minutes 4. Press **Save** to make the change or **Cancel**. **Note** When the display setting time has expired, the screen dims for 10 seconds, then goes dark.

If you want to...	Then...
Change the LED indication for service coverage	1. Choose ▼ > **Phone Settings** > **Display Settings**. 2. Highlight **LED Coverage Indicator**, then press ● or **Change**. 3. Select one of the following: • Enable (default setting) • Disable 4. Press **Save** to make the change or **Cancel**.
Change the language on your phone screen	1. Log in to your User Options web pages. (See Accessing Your User Options Web Pages, page 82.) 2. Change the language setting.

Changing Keypad Settings

You can set the keypad to automatically lock, to make tones, and to answer a call. See these sections for more information:

- Using Any Key to Answer the Phone, page 69
- Setting the Keypad to Automatically Lock, page 70
- Changing the Keypad Tones, page 71

Using Any Key to Answer the Phone

You can set your phone to allow the use of any key to answer a call.

If you want to...	Then...
Answer calls by pressing any key	1. Choose ▼ > **Phone Settings** > **Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Enable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Enabled** displays.
Disable the Any Key Answer option	1. Choose ▼ > **Phone Settings** > **Keypad Settings**. 2. Select **Any Key Answer**. 3. Select **Disable**. 4. Press **Save** to make the change or **Cancel**. **Note** Under the Any Key Answer option, **Disabled** displays.

Setting the Keypad to Automatically Lock

To keep from pressing keys and redialing calls accidentally, use the keypad auto lock feature. You can set the length of time before your phone keypad automatically locks after completing a call.

If you want to...	Then...
Automatically lock the keypad after using the phone	**1.** Choose > **Phone Settings > Keypad Settings**. **2.** Select **Keypad Auto Lock**. **3.** Select one of these time intervals: • 15 seconds • 30 seconds • 60 seconds **4.** Press **Save** to make the change or **Cancel**. **Note** After the chosen time interval expires, the icon displays, and the keypad is locked.
Unlock the keypad	**1.** Press any key and the screen displays "Unlock keypad?" **2.** Press **Unlock** and then **OK**. **Note** You must press the **Unlock** and **OK** softkeys as soon as they appear, or the keypad remains locked.
Turn off the automatic keypad lock	**1.** Choose > **Phone Settings > Keypad Settings.** **2.** Select **Keypad Auto Lock**. **3.** Select **Disable**. **4.** Press **Save** to make the change or **Cancel**. **Note** Under the Keypad Auto Lock option, **Disabled** displays.

Tips

- Auto lock is enabled only when the phone is idle and at the main screen.
- The keypad lock is temporarily disabled when you have an incoming call.

Changing the Keypad Tones

You can enable or disable the tones when you press a key on your keypad.

Change the keypad tone level	1. Choose > **Phone Settings** > **Keypad Settings**. 2. Select **Keypad Tone**. 3. Select one of the following: • Disable—Plays no keypad tone. • Normal—Plays tone when keys are pressed. • Loud—Plays louder tone when keys are pressed. The icon appears next to your selection. 4. Press **Save** to make the change or **Cancel**.

Viewing Your Network Profile List

Network profiles provide predefined settings for access to the wireless network and for authentication and encryption in your system. Your system administrator defines network profiles. You might have more than one network profile available to you, so you can access wireless network configurations at locations that use different SSIDs or authentication types.

Your phone can have up to four enabled network profiles. Your phone automatically scans the profiles and selects the network profile with the matching SSID and settings for that specific wireless network.

Note Consult with your system administrator if you need to have additional network profiles or change settings in a profile.

If you want to...	Then...
View the list of enabled Network Profiles	Choose > **Network Profiles**. The enabled profiles have the next to them. **Note** Because Network profiles are locked, your system administrator must make changes for you.

Tips

- When the locked icon appears next to a menu, see your system administrator for information.
- If you need to change your EAP or LEAP username and password, see Setting Username and Passwords, page 13, and consult with your system administrator.

Using Call Logs and Directories

This section describes how you can use call logs and directories in the Directory menu.

Using Call Logs

Your phone maintains records of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	**1.** Press . **2.** Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. Each call log stores up to 100 records.
Dial from a call log	**1.** Press . **2.** Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. **3.** Scroll to a phone number. **Note** To edit the displayed number (to add or to remove a prefix), press **Options > EditDial** followed by ◄ or ► to reposition the cursor. Use the keypad to enter digits, or press << to delete numbers. **4.** Press **Dial** or .
Display details for a single call record	**1.** Press . **2.** Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. **3.** Highlight a call record. **4.** Press **Details**. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).
Erase a single call record	**1.** Press . **2.** Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. **3.** Scroll to a call record. **4.** Choose **Options > Delete**, or choose **Options > Exit**.
Erase all call records in a single log	**1.** Press . **2.** Choose **Missed Calls**, or **Received Calls**, or **Placed Calls**. **3.** Choose **Options > Delete**, or choose **Options > Exit**.

If you want to...	Then...
Erase all call records in all call logs	1. Press to display call logs. 2. Press **Clear**. Doing so erases all call logs, or choose **Options > Exit**.
See if the line in the call log is busy before placing a call to that line	Look for Busy Lamp Field indicators. See Using BLF to Determine a Line State, page 56.

Tip

- Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.
- To view the complete call record of a multiparty call (for example, of a call that has been forwarded or transferred to you), highlight the call record and choose **Details**. The Details record shows two entries for each missed or received multiparty call. The entries are listed in reverse chronological order:
  - The first logged entry is the name/number of the last completed call of a multiparty call received on your phone.
  - The second logged entry is the name/number of the first completed call of a multiparty call received on your phone.

Directory Dialing

Depending on configuration, your phone can provide access to a corporate directory and personal directory features:

- Corporate Directory—Corporate contacts that you can access on your phone. Your system administrator sets up and maintains Corporate Directory.
- Personal Directory—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.
  - PAB is a directory of your personal contacts.
  - Fast Dial allows you to assign codes to PAB entries for quick dialing.

Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.

If you want to...	Then...
Dial from a corporate directory (while not on another call)	1. Choose **> Directory Services > Corporate Directory** (name can vary). 2. Use your keypad to enter a search criteria such as a name. 3. Choose or **Options > Submit**. 4. Scroll to a listing. **Note** To edit the displayed number (to add or to remove a prefix), choose **Options > EditDial** followed by or to reposition the cursor. Use the keypad to enter digits, or press **<<** to delete numbers. 5. Press **Dial** or .
See if the phone line in the directory is busy	Look for Busy Lamp Field indicators. See Using BLF to Determine a Line State, page 56.

Tips

- Use the numbers on your keypad to enter characters on your phone screen. See Entering and Editing Text, page 13.
- Use the Navigation button on your phone to move between input fields.

Using Personal Directory on Your Phone

The Personal Directory feature set contains your Personal Address Book (PAB) and Fast Dials.

Cisco Unified CallManager Release 4.3 and Later

For information about how to set up and use the Personal Directory when connected to a Cisco Unified CallManager 4.3 or later system, refer to *Customizing Your Cisco IP Phone on the Web:* http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Cisco Unified Communications Manager Release 5.1 and Later

This section describes how to set up and use Personal Directory on your phone when you are connected to a Cisco Unified Communications Manager 5.0 or later. Alternately, see Using Personal Directory on the Web, page 86.

If you want to...	Then...
Access Personal Directory (for PAB and Fast Dial codes)	1. Choose **> Directory Services > Personal Address Book (PAB) Service** (exact name may vary)**.** 2. Enter your Cisco Unified Communications Manager user ID and PIN, then press **Options > Submit**.
Search for a PAB entry	1. Access **Personal Address Book**. 2. Enter search criteria and choose **Options > Submit**. **Note** To get a complete list of your PAB entries, do not enter any search criteria, and choose **Options > Submit**. 3. You can choose **Options > Previous** or **Next** to move through listings. 4. Scroll to the PAB listing that you want and press **Select or** .
Dial from PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or . 3. Press **Dial**. 4. Scroll to the number that you want to dial and press **OK**. 5. Press **OK** again to dial the number.
Delete a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or . 3. Choose **Options >Delete**. 4. Press **OK** to confirm the deletion or Cancel.
Edit a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or . 3. Choose **Options > Edit** to modify a name or mail address. 4. If necessary, choose **Options > Phones** to modify a phone number. 5. Press **Update**.

If you want to...	Then...
Add a new PAB entry	1. Access **Personal Address Book**. 2. Access the Search page and choose **Options > Submit**. (You do not need to input search information first.) 3. Choose **Options > New**. 4. Use the keypad to enter a name or nickname. 5. Press **Phones** and use the keypad to enter phone numbers. Be sure to include any necessary access codes such as a 9 or 1. 6. Press **Submit** to add the entry to the database.
Assign a Fast Dial code to a PAB entry	1. Search for a PAB entry. 2. Scroll to the listing and press **Select** or ●. 3. Choose **Options > Fast Dial**. 4. Scroll to the Fast Dial code that you want to assign to the number and press **Select** or ●.
Add a new Fast Dial code (not using a PAB entry)	1. Choose ▲ **> Personal Address Book**. 2. Select **Personal Fast Dials**. 3. Scroll to a Fast Dial code that is unassigned and press **Select** or ●. 4. Press **Assign**. 5. Enter a phone number. 6. Press **Update**.
Search for Fast Dial codes	1. Choose ▲ **> Personal Fast Dials.** 2. You can choose **Options > Previous** or **Next** to move through listings. 3. Scroll to the listing you want and press **Select** or ●.
Place a call using a Fast Dial code	1. Search for a Fast Dial code. 2. Scroll to the listing you want and press **Select** or ●. 3. Press **Dial**. 4. Choose **OK** to complete the action.
Delete a Fast Dial code	1. Search for a Fast Dial code. 2. Scroll to the listing you want and press **Select** or ●. 3. Choose **Options > Remove**.
Log out of Personal Directory	1. Choose ▲ **> Personal Address Book** (exact name may vary). 2. Choose **Logout**.

Tips

- Your system administrator can provide the user ID and PIN that you need to log in to Personal Directory.
- Personal Directory automatically logs you out after a certain amount of time. This time limit can vary. Ask your system administrator for more information.
- Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.
- Your phone might be set up for international call logging, which is indicated by a "+" symbol on the call logs, redial, or call directory entries. See your system administrator for more information.

Using the Phone Book on Your Phone

You can store information (such as work phone and mobile phone numbers, and company name) for up to 100 contacts in the Phone Book on your phone.

Note You can customize the left softkey to open the Phone Book. If customized this way, the left softkey is displayed as **Ph Book**. For more information, see Customizing the Phone Screen, page 68.

Note Your system administrator can import up to 100 contacts into your Phone Book if they are stored in a file using XML or CSV format, such as your contacts in Microsoft Outlook or the Cisco Unified Wireless IP Phone 7920. For more information, see your system administrator.

If you want to...	Then...
Add a contact to your phone book	1. Choose **> Phone Book** or press **Ph Book** (if available). 2. Do one of the following: – Press **New** (if Phone Book is empty). – Choose **Options** > **New** (if Phone Book is not empty). 3. At the New Contact screen, fill in contact information. 4. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.
Assign a primary number for a contact	1. Choose **> Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and choose **Options > Details**. 3. Select a number: work phone, home phone, mobile phone, or other phone, and choose **Options > Primary**. A (checkmark) appears next to that number. **Note** The default primary number for a contact is the work phone. You can assign any number as the primary number.
Change the name or company information for a contact	1. Choose **> Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and press to view the details. You may also choose **Options > Details**. 3. Select the information field and press **Change**. 4. Enter your changes. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.
Change a phone number for a contact	1. Choose **> Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and press to view the details. You may also choose **Options > Details**. 3. Select a number: work phone, home phone, mobile phone, or other phone, and choose **Options > Change**. 4. Enter your changes. When finished, press **Options**, then choose **Save** to save the information, or press **Cancel**.

If you want to...	Then...
Search for a contact in your phone book	1. Choose > **Phone Book** or press **Ph Book** (if available). 2. Choose **Options > Mode** and enter the text to search. You can search for first name, last name, nickname, and company name. **Note** You can enter search text in one of two ways: by pressing a key one or more times until you see the letter or number you need, or by having possible matches automatically display after pressing one or more keys (predictive text). Choose **Options > Mode** again to change the way you enter search text.
Remove a contact from the phone book	1. Choose > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name and choose **Options > Delete**. The contact is removed and the speed dial for this contact number will be unassigned.
Dial the primary phone number for a contact	1. Choose > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name. The primary phone number for this contact is displayed on the lower left. To dial this number, press or **Options > Dial**. **Note** The default primary number for a contact is the work phone. You can change the primary number to be any number for this contact.
Dial any phone number for a contact	1. Choose > **Phone Book** or press **Ph Book** (if available). 2. Highlight a contact name, then do one of the following: – Scroll left or right until you see the icon for the phone number you wish to dial: work phone, home phone, mobile phone, or other phone. – Choose **Options > Details**, highlight a phone number, and press or **Options > Dial**.
Clear all entries from your phone book	1. Choose > **Phone Book** or press **Ph Book** (if available). 2. Press **Options** and select **DeleteAll**.
Copy a phone number from a call log or directory to a new phone book contact	1. Choose > **Missed Calls**, or **Received Calls**, or **Placed Calls**. 2. Scroll to a phone number, choose **Options > Store > New Contact**. The Store Contact screen appears. 3. Enter the information for: First Name, Last Name, Nickname, and Company. 4. When finished, choose **Options > Save**, then select the phone type to store the number.

If you want to...	Then...
Copy a phone number from a call log or directory to an existing phone book contact	1. Choose > **Missed Calls**, or **Received Calls**, or **Placed Calls**. 2. Scroll to a phone number, choose **Options** > **Store** > **Use Existing Contact**. 3. On the Phone Book contacts list, highlight a name. 4. Select the phone type to store the number.
Assign a speed dial to a contact number in your phone book (from the Speed Dial screen)	1. Choose > **Speed Dials.** 2. Highlight an unassigned speed dial and press **Assign**. A list of Phone Book contacts appears. 3. Highlight a name. Choose the primary number, or scroll left or right to choose another number, then press **Select**. The selected number is assigned to the speed dial. **Note** Speed dial 1 is always assigned to voicemail. You cannot remove or reassign this speed dial. **Note** To make a speed-dial call, see Placing a Call—Additional Options, page 33.
Assign a speed dial to a contact number in your phone book (from the main phone screen)	1. Press and hold an unassigned speed-dial number for about two seconds, then press **Yes**. The Phone Book main screen appears. 2. Highlight a contact and press **Select** to assign the speed dial to the primary number.
Unassign a speed dial	1. Choose > **Speed Dials**. 2. Highlight the assigned speed dial and press **Delete**. 3. Press **Yes** to confirm, or **No** to cancel.

Tips

- After you assign a speed dial to a contact number, a speed dial icon and number appear underneath the phone number in the contact details.
- You can store up to 100 contacts in the Phone Book, but can only assign 99 speed dials because speed dial 1 is reserved for voicemail.
- If you have contact information stored in another location (for example, in Microsoft Outlook or the Cisco Unified Wireless IP Phone 7920), ask your system administrator whether the file can be imported into your Phone Book.

Accessing Voice Messages

When the phone displays "You Have VoiceMail" or a red blinking light, you can access your messages from your phone.

Note Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

If you want to...	Then...
Set up and personalize your voice message service	1. Press **Message** or press and hold . 2. Follow the voice instructions. **Note** If you changed the left softkey on the main phone screen to **Phone Book**, the **Message** softkey will not be available. For more information, see Customizing the Phone Screen, page 68.
Check for your new voice messages	Look at your phone for these indicators: • A red blinking light • A text message, "You Have VoiceMail" • A flashing message waiting icon next to your directory number in Line View.
Listen to your voice messages or access the voice message system menu	1. Press **Message** or press and hold . 2. Enter your voice message password. 3. Follow the voice instructions to listen to your messages. **Note** If you changed the left softkey on the main phone screen to **Phone Book**, the **Message** softkey will not be available. For more information, see Customizing the Phone Screen, page 68.
Send a call to your voice message system	Press **iDivert**. The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers will hear your voice message greeting and can leave you a message.

Accessing Your User Options Web Pages

Your wireless IP phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Unified Communications Manager User Options web pages, where you can control features, settings, and services for your wireless IP phone. This section includes information for:

- Cisco Unified CallManager Release 4.3 and Later User Options Web Pages, page 82
- Cisco Unified Communications Manager Release 5.1 and Later User Options Web Pages, page 84

Cisco Unified CallManager Release 4.3 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified CallManager 4.3 or later system. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL:
http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Use these sections for more information about:

- Logging In to the User Options Web Pages, page 82
- Subscribing to Phone Services, page 83

Logging In to the User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified CallManager Release 4.1 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	**1.** Obtain a User Options URL, user ID, and default password from your system administrator. **2.** Open a web browser on your computer, enter the URL, and log on. The Cisco Unified CallManager User Options main web page displays.
Select a device after logging in	**1.** From the general menu, select your device type (phone model) in the “Select a device” drop-down list. The context-sensitive menu appears with options appropriate for the wireless IP phone. **2.** Make changes to the options for your wireless IP phone.

Tips for Navigating the User Options Web Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See Accessing Your User Options Web Pages, page 84.

Phone services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as the Fast Dial service and a Personal Address Book

Refer to the following table for more information.

If you want to...	Then, do this after you log in and select your device type...
Subscribe to a service	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Select a service from the "Available Services" drop-down list and click **Continue**. 3. Enter more information upon request (such as a zip code or PIN). 4. Click **Subscribe**.
Change or end subscriptions	1. From the main menu, choose **Configure your Cisco IP Phone Services**. 2. Click a service in the "Your Subscribed Services" panel. 3. Click **Update** after making changes, or click **Unsubscribe**.
Access a service on your phone	1. Choose (**Services**) > (**Service Name**). 2. Select the service that you want.
Learn how to use phone services	Refer to *Customizing Your Cisco IP Phone on the Web*: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Cisco Unified Communications Manager Release 5.1 and Later User Options Web Pages

This section describes how to access your User Options web pages and how to subscribe to phone services when you are connected to a Cisco Unified Communications Manager 5.1 or later system. Use these sections for more details about accessing the User Options web pages and configuring features and subscribing to phone services:

- Accessing Your User Options Web Pages, page 84
- Configuring Features and Services on the Web, page 85

Accessing Your User Options Web Pages

This section describes how to log in and select a phone device for Cisco Unified Communications Manager Release 5.1 or later User Options web pages.

If you want to...	Then do this...
Log in to your User Options web pages	1. Obtain a User Options URL, user ID, and default password from your system administrator. 2. Open a web browser on your computer, enter the URL, and log on. 3. If prompted to accept security settings, click **Yes** or **Install Certificate**. The Cisco Unified Communications Manager User Options main web page displays. From this page, you can choose **User Options** to access User Settings, Directory features, a Personal Address Book, and Fast Dials. To access phone-specific options, select a device (see below).
Select a device after logging in	1. After you have logged in to your User Options web pages, choose **User Options > Device**. The Device Configuration page displays. 2. If you have multiple devices assigned to you, verify that the appropriate device (phone model or Extension Mobility profile) is selected. If necessary, choose another device from the Name drop-down menu.
Configure user features	Choose **User Options** drop-down button to access these features: • User Settings • Directory • Personal Address Book • Fast Dials

If you want to...	Then do this...
Configure phone settings	Choose toolbar buttons to access these phone-specific options: • Line settings • Speed dials • Phone services • Service URL
Return to the Device Configuration page	Choose **User Options > Device** from any page to verify that you are configuring the correct device or to change devices.

Tip

Use the Device Configuration page to access all of the configuration options available for your phone (other pages might not provide access to all options).

Configuring Features and Services on the Web

These topics describe how to configure features and services from your User Options web pages after logging in. See Accessing Your User Options Web Pages, page 84.

- Setting Up Speed Dials on the Web, page 85
- Using Personal Directory on the Web, page 86
- Setting Up Phone Services on the Web, page 89
- Controlling User Settings on the Web, page 90
- Controlling Line Settings on the Web, page 91
- Using Cisco WebDialer, page 92

Setting Up Speed Dials on the Web

Depending on configuration, your phone can support several speed-dial features that are set up from the web:

- Line View Speed Dials
- Abbreviated Dials
- Fast Dials

Note For help using speed-dial features, see Speed Dialing, page 49.

If you want to...	Then do this after you log in...
Set up Line View speed-dial numbers	1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click **Speed Dials**. 3. Enter a phone number as you would dial it. 4. Enter a label for the speed-dial number that is 11 characters or less. 5. Click **Save** **Note** If you have speed dials configured in your Line View, the speed-dial label appears next to the icon.
Set up Abbreviated Dials	1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click **Speed Dials**. 3. Enter a phone number as you would dial it and label for an Abbreviated Dialing code. 4. Click **Save**. **Note** Make note of the number for the Abbreviated Dialing Code. Use this code with **Options > AbbrDial** to access the speed-dial number.
Set up Fast Dials	See Configuring Fast Dials on the Web, page 87. You can also set up Fast Dials on your phone. See the Using Personal Directory on Your Phone, page 74.

Tips

- You can have up to six numbers appear in your Line View screen (a combination of line and speed dial numbers).
- If your speed dial label contains more than 11 characters, use a shorter label because labels are shortened from the left. For example, “Customer Service” displays as ".....er Service".

Using Personal Directory on the Web

The Personal Directory feature set that you can access on your computer consists of:

- A Personal Address Book (PAB)
- Fast Dials
- The Address Book Synchronization Tool (TABSynch)

Note You can also access PAB and Fast Dials from your phone. See Using Personal Directory on Your Phone, page 74.

Using Your Personal Address Book on the Web

This section describes how to use your PAB from your User Options web pages.

If you want to...	Then, do this after you log in...
Add a new PAB entry	1. Choose **User Options > Personal Address Book**. 2. Click **Add New**. 3. Enter information for the entry. 4. Click **Save**.
Search for a PAB entry	1. Choose **User Options > Personal Address Book**. 2. Specify search information and click **Find**. **Note** To locate all entries, leave search information blank and click **Find**.
Edit a PAB entry	1. Search for a PAB entry. 2. Click a name or nickname. 3. Edit the entry as needed and click **Save**.
Delete a PAB entry	1. Search for a PAB entry. 2. Select one or more entries. 3. Click **Delete Selected**.

Configuring Fast Dials on the Web

This section describes how to assign Fast Dials from your User Options web pages.

If you want to...	Then, do this after you log in...
Assign a Fast Dial code to a PAB entry	1. Create a PAB entry. See Using Your Personal Address Book on the Web, page 87. 2. Choose **User Options > Fast Dials**. 3. Click **Add New**. 4. Change the Fast Dial code, if desired. 5. Use the Search Options area to find the appropriate PAB entry. 6. Click a phone number in the Search Results area. 7. Click **Save**.

If you want to...	Then, do this after you log in...
Assign a Fast Dial code to a phone number (without using a PAB entry)	1. Choose **User Options > Fast Dials**. 2. Click **Add New**. 3. Change the Fast Dial code, if desired. 4. Enter a phone number. 5. Click **Save**.
Search for a Fast Dial entry	1. Choose **User Options > Fast Dials**. 2. Specify search information and click **Find**.
Edit a Fast Dial phone number	1. Choose **User Options > Fast Dials**. 2. Search for the Fast Dial entry that you want to edit. 3. Click a component of the entry. 4. Change the phone number. 5. Click **Save**.
Delete a Fast Dial entry	1. Search for a Fast Dial. 2. Select one or more entries. 3. Click **Delete Selected**.

Tips,

- You can create up to 500 Fast Dial and PAB entries.
- You can create a new Fast Dial entry without using a PAB entry. Such Fast Dial entries, which are labeled “raw” in the User Options web pages, do not display a configurable text label.

Using the Address Book Synchronization Tool

You can use the Address Book Synchronization tool (TABSynch) to synchronize your existing Microsoft Windows Address Book (if applicable) with your PAB. Then you can access entries from your Microsoft Windows Address Book on your wireless IP phone and User Options web pages. Your system administrator can give you access to TABSynch and provide detailed instructions.

Setting Up Phone Services on the Web

Phone services can include special phone features, network data, and web-based information (such as stock quotes and movie listings). You must first subscribe to a phone service before accessing it on your phone.

If you want to...	Then do this after you log in...
Subscribe to a service	1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click **Phone Services**. 3. Click **Add New**. 4. Choose a service from the drop-down list and click **Next**. 5. Change the service label and/or enter additional service information, if available (optional). **Note** If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service" 6. Click **Save**.
Search for services	1. Select a device. 2. Click **Phone Services**. 3. Click **Find**.
Change or end services	1. Search for services. 2. Select one or more entries. 3. Click **Delete Selected**.
Change a service name	1. Search for services. 2. Click on the service name. 3. Change the information and click **Save**.

If you want to...	Then do this after you log in...
Add a service to an available screen slot	**1.** Select a device. **2.** Click **Service URL**. **Note** If you do not see this option, ask your system administrator to configure a service URL button for your phone. **3.** Choose a service from the Button Service drop-down list. **4.** If you want to rename the service, edit the label fields. **Note** Your phone uses the ASCII Label field if the phone does not support double-byte character sets. **5.** Click **Save**. **6.** Click **Reset** to reset your phone (necessary to see the new label on your phone).
Access a service on your phone	Choose > (**Service Name**). **Note** The services available on your phone depend on the phone system configuration and the services you subscribed to. Ask your system administrator for more information. **Note** If only one service is configured, the service opens by default. If more than one service is configured, select an option from the menu on the phone screen.

Controlling User Settings on the Web

User settings include your password, PIN, and language (locale) settings. Your PIN and password allow you to access different features and services.

If you want to...	Then do this after you log in...
Change your password	**1.** Choose **User Options > User Settings**. **2.** In the Browser Password area, enter information. **Note** A password must be 5-127 characters. **3.** Click **Save**.
Change your PIN	**1.** Choose **User Options > User Settings**. **2.** In the Phone PIN area, enter information. **Note** A PIN must be 5-20 numbers. **3.** Click **Save**.

If you want to...	Then do this after you log in...
Change the language (locale) for your User Options web pages	1. Choose **User Options > User Settings**. 2. In the User Locale area, choose an item from the Locale drop-down list. 3. Click **Save**.
Change the language (locale) for your phone screen	1. Go to the Device Configuration page by choosing **User Options > Device**. 2. Choose an item from the User Locale drop-down list. 3. Click **Save**.

Tips

- Use your PIN to log in to Cisco Extension Mobility or Personal Directory on your phone.
- Use your password to log in to your User Options web pages and Cisco WebDialer on your personal computer.
- For more information about these services, ask your system administrator.

Controlling Line Settings on the Web

Line settings affect a specific phone line (directory number) on your phone. Line settings can include call-forwarding and line labels.

Note

- You can set up call forwarding (for your primary phone line) directly on your phone. See Forwarding Calls to Another Number, page 40.
- To learn about phone settings that you can access directly on your phone, see Changing Phone Settings, page 65.

If you want to...	Then do this after you log in...
Set up call forwarding per line	1. Select the name for the Cisco Unified Wireless IP Phone 7921G device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Incoming Call Forwarding area, choose call forwarding settings for various conditions. 5. Click **Save**.

If you want to...	Then do this after you log in...
Change the voice message indicator setting per line	1. Select your device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Message Waiting Lamp area, choose from various settings. **Note** Typically, the default message waiting setting prompts your phone to display a light and a message to indicate a new voice message. 5. Click **Save**.
Change or create a line text label that appears on your phone screen	1. Select your device. 2. Click **Line Settings**. 3. If you have more than one directory number (line) assigned to your phone, verify that the appropriate line is selected or choose a new one. 4. In the Line Text Label area, enter a text label. **Note** If the label contains more than 11 characters, use a shorter name because labels are shortened from the left . For example, "Customer Service" displays as ".....er Service" 5. Click **Save**.

Tip

You cannot change the Ring Settings for the phone from the User Options web pages.

Using Cisco WebDialer

Cisco WebDialer allows you to make calls on your wireless IP phone to directory contacts by clicking items in a web browser. Your system administrator must configure this feature for you.

If you want to...	Then...
Use WebDialer with your User Options directory	1. Log in to your User Options web pages. See Accessing Your User Options Web Pages, page 84. 2. Choose **User Options > Directory** and search for a coworker. 3. Click the number that you want to dial. 4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.) 5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone. 6. To end a call, click **Hangup** or disconnect from your phone.
Use WebDialer with another online corporate directory (not your User Options directory)	1. Log in to a WebDialer-enabled corporate directory and search for coworkers. 2. Click the number that you want to dial. 3. When prompted, enter your user ID and password. 4. If this is your first time using WebDialer, set up preferences and click **Submit**. (See the last row in this table for details.) 5. If the Make Call page appears, click **Dial**. (See the last row in this table to learn how to suppress this page in the future, if desired.) The call is now placed on your phone. 6. To end a call, click **Hangup** or disconnect from your phone.
Log out of WebDialer	Click the logout icon in the Make Call or Hang Up page.

If you want to...	Then...
Set up, view, or change WebDialer preferences	Access the Preferences page. The Preferences page appears the first time that you use WebDialer (after you click the number that you want to dial). To return to Preferences in the future, click the preferences icon from the Make Call or Hang Up page. The Preferences page contains the following options: • Preferred language—Determines the language used for WebDialer settings and prompts. • Use permanent device—Identifies the wireless IP phone and directory number (line) that you will use to place WebDialer calls. If you have one phone with a single line, the appropriate phone and line are automatically selected. Otherwise, choose a phone and/or line. Phones are specified by host name. To display the host name on your phone, choose (**Settings**) > **Network Profile > Network Configuration > Host Name**. • Use Extension Mobility—If selected, prompts WebDialer to use the wireless IP phone that is associated with your Extension Mobility profile (if available). • Do not display call confirmation—If selected, prompts WebDialer to suppress the Make Call page. This page appears by default after you click a phone number in a WebDialer-enabled online directory.

Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific softkey templates along with special services and features, if appropriate. The table below provides an overview of some configuration options that you might want to discuss with your system administrator based on your calling needs or work environment.

Note You can locate User Guides and other documents listed in this table from the following URL: http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Need more than one phone line	Ask your system administrator to configure one or more additional directory numbers for you.	Talk to your system administrator or phone support team.
Need different softkeys, such as iDivert, to display when phone is ringing or in use	Ask your system administrator to configure a new softkey template and assign it to your phone.	Talk to your system administrator or phone support team.
Need more speed dial numbers	Verify that you are using all your currently available speed dial numbers. If you need additional speed dial numbers, try using Abbreviated Dialing or subscribing to the Fast Dial service.	See Accessing Your User Options Web Pages, page 82.
Want to use one directory number for several phones	Request a shared line. This allows you to use one number for your desk phone and your wireless IP phone, for example.	See Using a Shared Line, page 54.

If you...	Then...	For more information...
Share phones or office space with coworkers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join coworkers calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared phone	Ask your system administrator about these features and see the: • Tracing Suspicious Calls, page 59. • Using a Shared Line, page 54. • Using Cisco Extension Mobility, page 60.
Answer calls frequently or handle calls on someones behalf	Ask your system administrator to set up the AutoAnswer feature for your phone.	See Using AutoAnswer, page 64.
Determine the state of a phone line associated with a speed-dial, call log, or directory listing on your phone	Ask your administrator to set up the Busy Lamp Field (BLF) feature for your phone.	See Using BLF to Determine a Line State, page 56.
Want to temporarily apply your phone number and settings to a shared Cisco Unified IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See Using Cisco Extension Mobility, page 60.
Allow or prevent all phones with the same shared line to view call information or join a call on the shared line	Ask your system administrator to set up the Privacy feature for those phones.	See Preventing Others from Viewing or Joining a Shared-Line Call, page 56.

Troubleshooting Your Phone

This section provides troubleshooting information for your wireless IP phone.

General Troubleshooting

This section provides information to help you troubleshoot general problems with your phone. For more information, see your system administrator.

Symptom	Explanation
You cannot complete a call	One or more of the following factors might apply: • Your phone is out of the wireless network access point service area. **Note** When roaming with your phone, a green blinking light indicates that the phone is still within the wireless service coverage area. • You must log in to the Extension Mobility service. • You must enter a client matter code or forced authorization code after you dial a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
The main phone screen is not active	One of these messages appears on the status line: • Network busy—Not enough available bandwidth exists in wireless network to complete this call. Try again later. • Leaving service area—Phone is out of range of its associated access point and wireless network. • Locating network services—Phone is searching for a wireless network access point. • Authentication failed—Authentication server did not accept the security credentials. • Configuring IP—Phone is waiting for DHCP to assign an IP address.
The Settings menu is unresponsive	Your system administrator might have disabled Settings on your phone.
Join fails	**Join** requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically. **Join** also requires the selected calls to be on the same line. If necessary, transfer calls to one line before joining them.

Symptom	Explanation
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press **Options** and scroll to reveal additional softkeys. • You must change the line state (for example, place a call or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Barge fails and results in a fast busy tone	One or more of the following factors might apply: • You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone. • You cannot barge a call on another Cisco Unified Wireless IP Phone.
You are disconnected from a call that you joined using **Barge**	You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.
CallBack fails	The other party might have call forwarding enabled.
The phone shows an error message when you attempt to set up Call Forward All	Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count). Ask your system administrator for details.

Viewing Phone Administration Data

Your system administrator might ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network or wireless network configuration data	Choose **> Device Information > Network** or **WLAN** and select the configuration item that you want to view.
Access status data	Choose **> Status** and select the status item that you want to view.
Access phone call and voice quality information	Choose **> Status > Call Statistics**.

Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can choose **Options > QRT** to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on the current call
- Select a general problem from a list of categories and choose reason codes

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